NORTEL

Carrier VoIP

Nortel IP Phone WLAN Handset User Guide (CICM)

Release: CICM 10.1
Document Revision: 04.01

Carrier VoIP
Release: CICM 10.1
Publication: NN10042-116
Document status: Standard
Document release date: 4 July 2008

Contents

New in this release

The following sections detail what is new in *Nortel IP Phone WLAN Handset User Guide (CICM)*, (NN10042-116) for release CICM 10.1.

- "Features" (page 9)
- "Other changes" (page 9)

Features

There were no feature changes made to this document.

Other changes

There were no other changes made to this document.

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Overview

This document describes the Nortel IP Phone 2210 Series and 6100 Series wireless handsets. The 2210 Series consists of the Nortel IP Phone 2210, 2211, and 2212. The 6100 Series consists of the Nortel IP Phone 6120 and 6140. These wireless handsets bring Voice over Internet Protocol (VoIP) to the work environment through the WLAN IP Telephony Manager 2245 server. These handsets access Centrex IP Client Manager (CICM), which uses Internet Protocol (IP) telephony to integrate voice and data capabilities. CICM products, and its interactive dependent products, use Voice over IP (VoIP) technology to deliver central office exchange service (Centrex) capabilities to users connected to an IP network with a Call Server 2000 and 2100 (CS2000/2100).

Attention: In this document, the words handset or handsets refer to the Nortel IP Phone WLAN Handset 2210, WLAN Handset 2211, WLAN Handset 2212, WLAN Handset 6120, and WLAN Handset 6140.To identify a specific series of handsets, the series number ending in zero is used. For example, WLAN Handset 2210 Series and WLAN Handset 6100 Series.To refer to a specific handset, the handset name is used. For example, to specify Nortel IP Phone WLAN Handset 2210, WLAN Handset 2210 is used.

Navigation

- "IP Phone handset description" (page 12)
- "IP Phone handset display" (page 19)
- "IP Phone handset modes of operation" (page 21)
- "IP Phone handset status indicators, icons, and softkeys" (page 24)
- "Inbox" (page 27)
- "Outbox" (page 27)
- "Hardware requirements" (page 28)
- "Firmware for the WLAN Handset 6100 Series" (page 29)

IP Phone 221x handset controls

Table 1 "221x handset controls" (page 12) , provides a brief description of Nortel IP Phone 2210, 2211, 2212 (221x) handset controls.

Table 1
221x handset controls

Control	Meaning
Soft keys	Soft keys provide access to all Centrex IP Client Manager (CICM) menus and services. Two rocker switches (soft keys), located immediately below the display area, provide the means to select menu items and perform operations.
Power on/start call	Press to activate the handset and enter the active/on-hook state.
Power off/end call	Press to deactivate the handset and return to the idle (power save) state.
Dialpad	A standard telephone push-button pad.
MENU	Transitions the handset from the idle state to the active state, or from the active state to the idle state without going off-hook.
FCN	Function key that provides access to these feature keys: 1. Mute 2. Hold 3. Goodbye 4. Directory 5. Inbox 6. Outbox
LINE	Provides access to the User Options menu: Ring Type, Noise Mode, Alias IP Address, Current IP Address, Extension, Current Call Server, Terminal Type.
* and # keys	Navigation keys that function as left and right key, Navigation keys.
Up/Down	Use to navigate up and down through menus.
IP Phone 2211 and 2212 handsets	
Push to Talk	When the feature is enabled, the handset can function like a walkie-talkie.

IP Phone handset description

Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series have the following features:

- navigation keys:
  — on the WLAN Handset 6100 Series dialpad, the five-way Navigation key cluster and the Enter key are used to navigate and activate the various menu options
  — depending on the current menu, the volume keys on the handset can double as up and down keys
- multifield LCD display screen: 4 lines x 18 characters

- four soft keys
  — four programmable layers, accessed through the More key
- five fixed keys
  — power on/start call
  — power off/end call
  — FCN
  — LINE
  — Menu (available on WLAN Handset 2210 Series only, the WLAN Handset 6100 Series uses the Navigation keys)
- six call processing keys
  — Hold
  — Goodbye
  — Directory
  — Inbox
  — Mute
  — Outbox

- headset controls
- headset jack
- push-to-talk radio control (available on WLAN Handset 2211, 2212, and 6140)
- microphone jack (available on WLAN Handset 2211, 2212, and 6140)

To identify the location of the keys and the components available on each wireless handset, see Figure 1 "IP Phone 2210 handset" (page 14) , Figure 2 "IP Phone 2211 handset" (page 15) , Figure 3 "IP Phone 2212 handset" (page 16) , Figure 5 "IP Phone 6120 handset" (page 17) , and Figure 6 "IP Phone 6140 handset" (page 17) .

Figure 1
IP Phone 2210 handset

Copyright © 2008 Nortel Networks
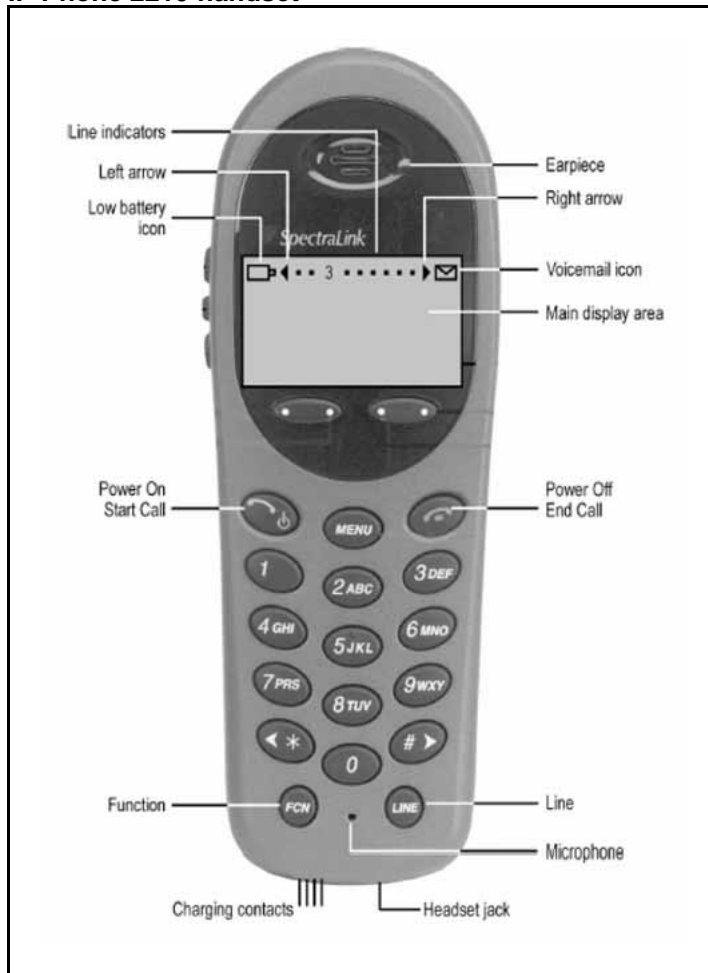
Figure 2
IP Phone 2211 handset

Figure 3
IP Phone 2212 handset

Figure 4
IP Phone 2210 Series Navigation keys
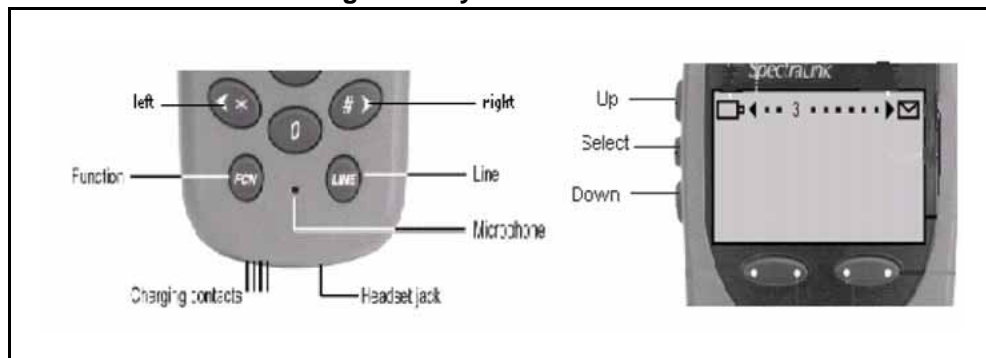
Figure 5
IP Phone 6120 handset
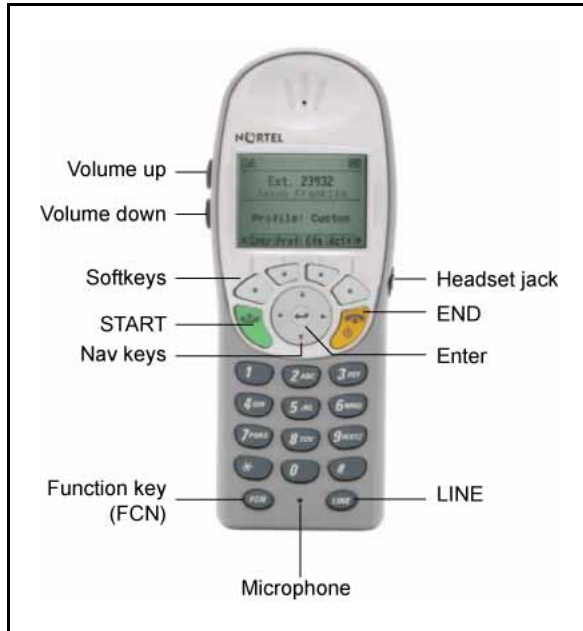
Figure 6
IP Phone 6140 handset
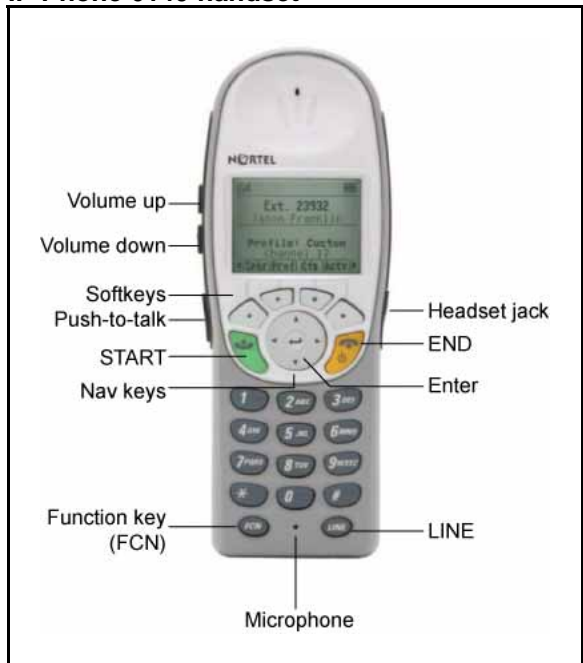
IP Phone handset controls

The following table provides a brief description of the Nortel IP Phone 2210, 2211, 2212, 6120, and 6140 wireless handset controls. See Table 2 "IP Phone handset controls" (page 18) .

Table 2
IP Phone handset controls

Control	Meaning
Softkeys	**WLAN Handset 2210 Series:** Softkeys provide access to all Centrex IP Client Manager (CICM) menus and services. Two rocker switches (softkeys), located immediately below the display area, provide the means to select menu items and perform operations. **WLAN Handset 6100 Series:** Softkeys are located immediately below the liquid crystal display (LCD) display area. The LCD indicator changes, based on the softkey function. Use the four softkeys to activate the displayed softkey feature.
Power on/Start call	Press Start to activate the handset and enter the active/on-hook state.
Power off/End call	Press End to deactivate the handset and return to the idle (power save) state. In this state, you can recharge the battery pack.
Dialpad	A standard telephone push-button pad.
MENU	Transitions the handset from the idle state to the active state, or from the active state to the idle state without going off-hook. For the WLAN Handset 6100 Series, use the Navigation keys and Enter to access the Menu.
FCN	Function key provides access to the following feature keys: 1. Mute 2. Hold 3. Goodbye 4. Directory 5. Inbox 6. Outbox 7. Services 8. Quit 9. Copy

Table 2
IP Phone handset controls (cont'd.)

Control	Meaning
	Depending on the presence of an optional messaging application, the FCN key can also provide message browsing functionality.
LINE	Provides access to the User Option menu: Ring Type, Noise Mode, Alias IP Address, Current IP Address, Extension, Current Call Server, Terminal Type. Line emulates the feature keys on an i2004 desktop. Features activated by Line are locally programmed and may or may not be available in any given facility.
* and # keys	Used for third party applications, such as, text messaging. Also when adding an entry to the CICM directory that require symbols, not represented by numbers 0 to 9.
Up/Down	Use to navigate up and down through menus.
IP Phone 2211, 2212, and 6140 handsets	
Push-to-Talk (PTT)	When the Push-to-Talk (PTT) feature is enabled, the handset can function as a walkie-talkie.

IP Phone handset display

The liquid crystal display (LCD) is divided into three main areas:

- Top — displays status indicators for various handset conditions, for example, message waiting (envelope icon) and battery level. It is referred to as the status bar.

- Middle — displays a 4 line x 19 character text area with information about handset identity, user profile, calls in progress, menu options, and data from telephone. Lines longer than 19 characters are truncated using an algorithm that first removes spaces and punctuation, then vowels, then consonants, moving from right to left.

- Bottom — displays the softkey labels, see Figure 7 "IP Phone 2210 Series display area" (page 20) . A soft label is a maximum of 4 characters long.

Figure 7
IP Phone 2210 Series display area

Power off

The handset is turned off. In this state, the handset is not registered with the call server. Press the Power Off/End Call key for 2 seconds to change to this state.

In this state, you can recharge the battery pack.

Standby states

In this state, the handset is online, but it is inactive. The handset is still in communication with the call server, can receive calls, and can access the User Option menu, but the handset conserves battery power. To perform other operations, the handset must be in the active/off-hook state.

The handset automatically returns to the standby state if no key is pressed for a period of 10 seconds. This is the default timeout for the active/off-hook state.

In this state, you can recharge the battery pack.

Active/off-hook state

This state is equivalent to a wired telephone that is off-hook. The handset transitions to the active/off-hook state when the handset is in the standby or active/idle state and you press the Power On/Start Call key.

Active/idle state

This state is equivalent to a wired telephone that is idle. The handset transitions to idle state in one of two ways.

- The handset receives an incoming call while it is in the standby state, which also causes the handset to ring.

- You press the key on the handset to access the User Options menu, which causes the transition.

The handset does not ring in this state.

The handset must be brought into the active/idle state before you can perform any action, or access the CICM functionality. In the active/idle state, the handset display is active and displays a message EXT-----, and you hear a loud ring from the handset.

When the phone is in the on-hook state, the MENU, FCN, and LINE keys are active. The handset remains active as long as a menu is selected or a soft key is pressed. The timeout does not apply.

Error state
The handset transitions to this state if it loses the signal from the call server. If the handset regains the signal within approximately 20 seconds, it returns to the state it was in when it lost the signal. If the signal is lost for more than 20 seconds, the handset restarts and transitions to the standby state.

Active call state
The handset transitions to this state when you make or answer a call, and remains in this state for the duration of the call.

Push-to-talk state
The handset transitions to this state with the first Push-to-talk transmission, and ends after there has been two-way radio traffic on the channel for 10 seconds. While in this state, you cannot use the keypad for any other functions, but you can receive and place calls.

IP Phone handset modes of operation
This section describes the modes of operation for the Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series.

Active
Active mode is equivalent to a wired telephone that is off-hook. The handset transitions to Active (off-hook) mode when you make or answer a call, and remains in this mode for the duration of the call.

If the handset is in Standby or Active Idle mode, press Start to transition to the Active call. When in Active mode, the handset uses a soft ring.

Active Idle

This mode is equivalent to a wired telephone that is on-hook or idle, where the softkey display area is active but there is no dial tone. The handset transitions to Active Idle mode in the following ways:

- when the handset receives an incoming call while in Standby mode

- from the Standby mode press the Actv softkey, once in Active Idle mode the feature activation softkeys are displayed

The handset must be in Active Idle mode for the terminal to display the CICM functionality, menus, and softkey features.

When the phone is in the on-hook state, the MENU, FCN, and LINE keys are active. The handset remains active as long as a menu is selected or a softkey is pressed.

Config Menu

The Config Menu is used to set user preferences for the Nortel IP Phone WLAN Handset 6100 Series wireless handsets. In Config Menu mode, the handset is on, but cannot make or receive calls.

When the handset is in standby mode, press the Cfg soft key to enter the Config menu. Scroll through the menu options using the Nav keys. When an asterisk (*) appears to the left of an option, it indicates that the option is selected. Press Exit to return to standby mode. Press Back to return to the previous menu.

Error

The handset transitions to the Error mode if it loses the signal from the call server. If the handset regains its signal within approximately 20 seconds, it returns to the same mode when signal lost. If the signal is lost for more than 20 seconds, the handset restarts and transitions to Standby mode.

Handset Switchover

Handset Switchover occurs when a user on an active call is moving about, the call switches from AP to AP in the subnet. This changeover is transparent to the user.

If a wireless handset is out of range of all APs, it waits 20 seconds for a signal to return. If a signal is not reacquired within 20 seconds, the wireless handset loses connection with the CICM and any calls are dropped.

When the wireless handset comes back into range of an AP, it reestablishes a connection to the CICM and goes through the standard terminal registration process.

However, if a wireless handset is out of contact with the system for four seconds (worst case scenario) during ongoing UNIStim messaging, a UNIStim failure can occur and cause the wireless handset to lose the UNIStim association with the CICM.

Message Alert

The Nortel IP Phone WLAN Handset 6100 Series wireless handsets support text messaging applications through the WLAN Application Gateway 2246. If text messaging functions are programmed, the handset can receive text messages. While accessing text messages, the handset is in messaging mode and incoming calls ring by using the second call ringing sound. The * and # keys can be used to move left to right.

Custom text messaging applications can be programmed for your facility. This mode is activated through FCN+8, 9, # or * if programmed.

Special configuration is required to enable the handsets to communicate with the optional WLAN Application Gateway 2246. For more information, see "2246 Application Gateway" (page 28).

Push-to-talk (PTT)

The Push-to-talk (PTT) feature is only available on the WLAN Handset 2211, WLAN Handset 2212, and WLAN Handset 6140. With the PTT feature activated, handsets can operate in a PTT group-broadcast mode like a two-way radio, in addition to standard telephone operation. These handsets use channels for incoming and outgoing radio communication.

The WLAN Handset 6140 supports 24 multicast channels with the current channel saved in memory on the wireless handset.

While PTT is active, the handset is in PTT mode and the keypad cannot be used for any other functions, however, you can receive and place calls.

Push-to-talk (PTT) is enabled by the system administrator and set up by the user through the Config Menu options. If the system administrator disables the PTT feature, the PTT options do not appear in the Config Menu.

Standby

Standby is the normal mode when the handsets are online but inactive. In Standby mode, the handset is still in communication with the call server. The handset can receive calls and access the User Option menu. When you are in Standby mode, the terminal displays the `EXT-----` screen. To perform other operations, the handset must be Active (off-hook).

The handset automatically returns to Standby mode if no key is pressed for a period of 10 seconds. The Standby mode uses less power than the Active Idle mode.

In Standby mode, you can recharge the battery pack.

IP Phone handset status indicators, icons, and softkeys

This section describes the on-screen status indicators, icons, and softkeys that appear on the Nortel IP Phone WLAN Handset 2210, 2211, 2212, 6120, and 6140 wireless handsets.

An LCD or LED steady on (not flashing) indicator light beside an extension number or feature indicates that the item is active. A flashing indicator light means the line is on hold or the feature is in the process of being programmed.

The bottom row of the display area displays labels that are associated with the softkeys. When a softkey is active, a label appears to describe its function. If you press the softkey, the feature is activated.

The following table shows some of the indicators, icons, and softkeys available on the wireless handset. These indicators, icons, and softkeys may not be available on all wireless handsets, check with your system administrator. See Table 3 "IP Phone handset status indicators, icons, and softkeys" (page 24) .

Table 3
IP Phone handset status indicators, icons, and softkeys

Indicator light or Icon	Description and Function
Arrows	Up and down arrows are displayed when the menu has additional options above or below. Left or right arrows are displayed during editing when the cursor can be moved left or right.
Battery	Indicates the amount of charge that remains in the battery pack. The icon flashes when the battery level is low and must be recharged. Located on the status line.
Charging status light	Indicates the charging status. The indicator light on the Desktop Charger lights only when the handset is inserted correctly into the connector. The WLAN Handset 6100 Series Quad Charger has an indicator light above each occupied bay. The light indicates the charging status of the battery pack in the bay.
Check mark	Appears beside specific items to indicate that the item is selected.
Download	Indicates that the handset is downloading code. This icon only appears while the handset is running the over-the-air downloader. It appears to the right of the signal strength icon on the status line.

Table 3
IP Phone handset status indicators, icons, and softkeys (cont'd.)

Indicator light or Icon	Description and Function
Envelope	Indicates a new voicemail message is waiting or a missed call in the Inbox. An on-screen message tells you whether you missed a call or have a message waiting. Located on the status line.
Line	The Line Indicator area displays the line currently in use. Any lines which are not idle or active (for example, if the line is on hold or forwarded) have a plus sign (+) in front of the entry for that line. Located on the status line.
Hold	Indicates that a call is on hold.
Locked	Indicates the keypad is locked.
Message	Indicates an incoming call from a Messaging application.
Mute	Indicates that the microphone is not transmitting sound. The muted indicator softkey must be pressed to activate this function. Press the Mute softkey again to unmute the microphone.
No Service	Indicates that you are out of the service coverage area and cannot receive or place calls. The out-of-service tone plays. Return to the coverage area to reestablish a connection.
Push-to-talk (PTT) and Priority PTT	Indicates an incoming PTT call, on the WLAN Handset 2211, 2212, and 6140. The priority PTT ring icon indicates an incoming call on the priority PTT channel. This call overrides all other calls.
Signal Strength	Gives a visual indication (from weak to strong) of the signal strength to the handset. A series of symbols is used.
Speakerphone	Indicates when the speakerphone is active, on the WLAN Handset 6100 Series.
Telephone	Indicates a regular incoming telephone call.
Softkey label	**Description and Action**
Back	Go Back Returns to the previous menu display.
Bkspc	Backspace Clears the selected entry to the left of the curser without clearing all the characters. Appears when you create a Label.
CAPS or caps	Change case Toggles to allow a change in case when you enter alphabetical text.
Cfg	Configure Opens the Config menu.
Clr	Clear Deletes the entry.

Table 3
IP Phone handset status indicators, icons, and softkeys (cont'd.)

Indicator light or Icon	Description and Function
Cncl	Cancel Returns to the previous menu display without saving any data entered.
Del	Delete Deletes the characters to the right of the cursor.
Done	Finished Exits a list when more than one selection is possible.
Down	Down Scrolls down through the items displayed.
Exit	Exit Exits the menus.
Help	Help Accesses online help for additional information.
Lock	Lock keys Locks the keypad, press Cfg + Enter.
Menu	Menu Accesses the main Menu options.
No	Negative reply Confirms a negative response to a prompt or displayed question.
Ok	Okay Selects the highlighted item on the display area.
Play	Play Plays the selected ring tone.
Prof	Profile Opens the Profile menu.
Redl	Redial Displays a list of the last 10 numbers entered.
Spdc	Speed-dial Opens the list of speed-dial numbers.
Spkr	Speakerphone Toggles the speakerphone function.
Unlk	Unlock keys Unlocks a locked keypad, press Cfg + Unlk.
Up	Up Returns to the previous menu or scrolls up through the items displayed.

Table 3
IP Phone handset status indicators, icons, and softkeys (cont'd.)

Indicator light or Icon	Description and Function
USB	Active USB Displays when the handset is being configured by the USB port of the dual charger.
Yes	Positive reply Confirms a positive response to a prompt or displayed question.

Inbox

To use the Inbox feature, you must assign it to a directory number (DN) key. For example, you have two DNs, 1111 and 2222. If you assign 1111 as the Inbox, all calls to that number are logged to the Inbox but calls to 2222 are not.

After you assign the Inbox to a DN key, the handset logs all incoming calls to that number. The system logs the incoming key number, time, and date. If the duration of the call is longer than two seconds, the system captures the display as it appeared when the call was received.

A maximum of six DN keys can be assigned to the Inbox.

The Inbox can store a maximum of 10 calls. When the maximum is reached, the oldest call is dropped. Calls appear in the list in order in which they were received, with the most recent call at the top of the list. Use the up and down navigation keys to scroll through the list.

In the handset display, calls in the Inbox are tagged with a phone icon that appears on the left side of the Inbox screen. The off-hook icon indicates that you answered the call, and envelope icon indicates a missed call.

The Inbox call display consists of a time or date stamp and a name and number. A time stamp appears beside calls you receive on the same day on which you view the Inbox. A date stamp appears beside calls that arrived prior to the day of viewing.

Outbox

To use the Outbox feature, you must assign it to a directory number (DN) key. After you assign the Outbox to a DN, the handset logs all outgoing calls from that number. The system logs the outgoing key number, time, and date. If the duration of the call is more than two seconds, the system captures the display as it appeared when the call was made.

The Outbox can store a maximum of 10 calls. When the maximum is reached the oldest call is dropped. Calls appear in the list in the order they were received, with the most recent call at the top of the list. Use the up and down navigation keys to scroll through the list.

The Outbox call list consists of a time or date stamp and a name and number. A time stamp appears beside calls you made on the same day on which you view the Outbox. A date stamp appears beside calls you made prior to the day of viewing. If no name or number was extracted from the display of the outgoing call, the dialed number is displayed.

Only one DN key can be assigned to the Outbox.

Hardware requirements

To operate the Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series wireless handsets, they require a 2245 server, CS2000/2100, 2246 Application Gateway, Access Point, WLAN Security Switch (WSS), and WLAN Chargers.

2245 server

The WLAN IP Telephony Manager 2245 server acts as a proxy to provide service to the wireless handset. The 2245 server should be connected to the same subnet as the wireless handsets.

Communication Server (CS) 2000 and 2100

The Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series require a CS2000 or CS2100. The WLAN Handset 2210 Series call server requires SN09 or SE09 software release. The WLAN Handset 6100 Series call server requires SN10.1 or later software release.

2246 Application Gateway

The WLAN Application Gateway 2246 is an optional device that provides an access gateway to enable third-party role-based applications, hosted off a dedicated application server, to communicate directly with wireless handsets.

For more information about the WLAN Application Gateway 2246, see *Nortel Wireless Server 2245-Installation and Configuration Guide (CICM)*, (NN10300-126).

Access Point (AP)

The Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series use Voice over IP (VoIP) technology on IEEE 802.11-compliant Wireless Local Area Networks (WLANs). Access Points

(AP) use radio frequencies to transmit signals to and from the wireless handsets. For best quality of service (QoS) performance the Access Point should be SpectraLink Voice Priority (SVP)-compliant.

Wireless Security Switch (WSS)

The Wireless Security Switch acts as an aggregation point for multiple access points or ports, as well as, a gateway from the Wireless LAN into the wired LAN. Wireless Security Switches allow the handset to roam from subnet to subnet while retaining its IP address.

UNIStim Security is not supported, all IP traffic from the access point onwards (into the wired LAN) is not encrypted.

UNIStim Security

UNIStim Security is not supported, all IP traffic from the access point (AP) onward (into the wired LAN) is not encrypted.

WLAN Charger

The wireless handset comes with a charger to recharge the battery pack. You must have the Nortel Networks WLAN Handset Desktop Charger appropriate for the model of handset.

The WLAN Handset 6100 Series Chargers have three models: Single slot, Dual-slot, and Quad-slot. The Dual-slot charger has a USB port.

Firmware for the WLAN Handset 6100 Series

Unlike previous generations of WLAN handsets, the WLAN Handset 6100 Series has its own dedicated software, firmware load version 115.xyz.

The WLAN Handset 6100 Series handset software is stored in flash memory and can be upgraded in two different ways:

- *Over-the-air transfer of firmware updates from a designated TFTP server to the wireless handsets:*
  The download function in the wireless handset checks the firmware version every time the wireless handset is turned on. If there is any difference in the firmware version, the wireless handset immediately begins to download the update.
  If the TFTP Server cannot be reached at the time the wireless handset is powered on, resets, or comes back into a WLAN service area, the wireless handset tries a few times to contact the TFTP Server, after which it reverts to using the existing firmware.

- *Direct download from a PC via USB port:*
  When the handset is docked in the dual charger cradle, software images can be downloaded into the phone. This method is especially useful for test terminals, but not advisable for larger deployments.

Attention: WLAN Handset 6100 Series firmware cannot be upgraded over UNIStim. The firmware for these handsets is available on the CICM-EM, this is to simplify software retrieval for the user. Therefore, the Firmware Update page has the following disclaimer: "Terminal downloads for WLAN handsets are not allowed through the CICM-EM. The Firmware cannot be upgraded via the CICM. Please use the dedicated TFTP server address provisioned in the terminal configuration for firmware downloads."

The following figures display examples of the CICM-EM pages modified to support the WLAN Handset 6100 Series wireless handsets.

Figure 8
CICM-EM Terminal Configuration page for the WLAN Handset 6140
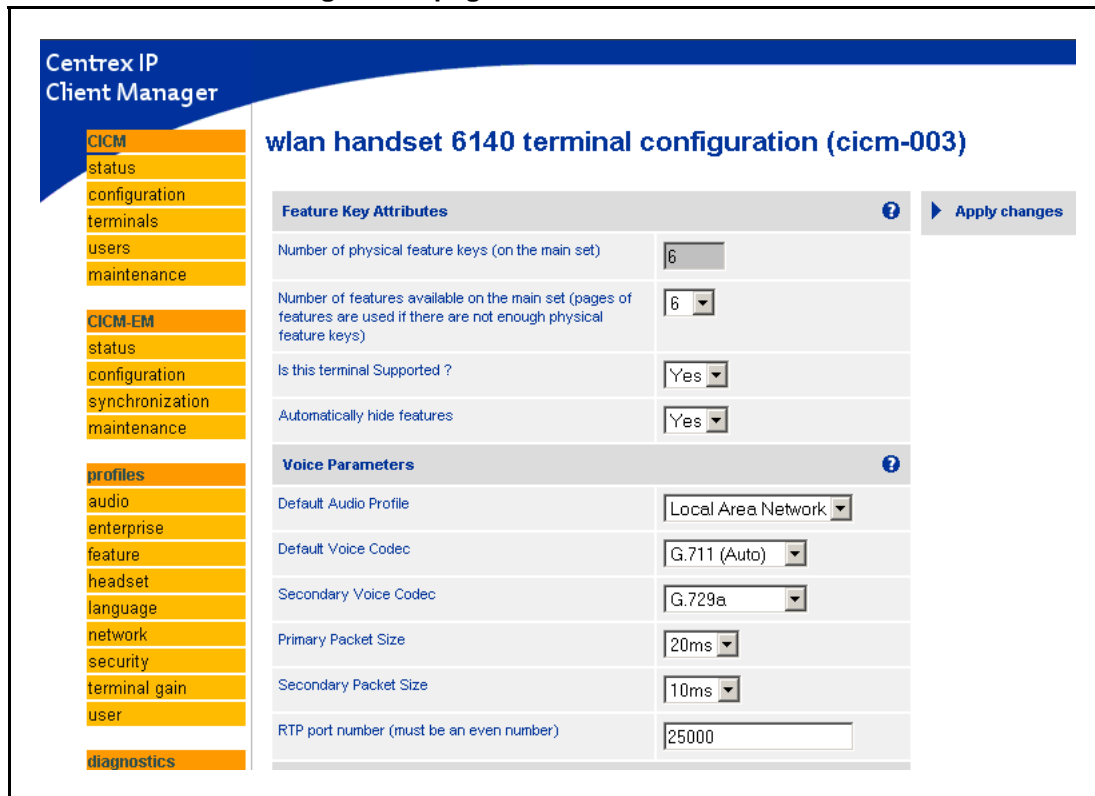
Figure 9
CICM-EM User Profile modification page for the WLAN Handset 6120

Figure 10
CICM-EM Terminal Audit Results page showing the WLAN 6100 Series handsets

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CICM menu system

The Centrex IP Client Manager (CICM) menu system provides additional functions and features to Nortel IP Phone 2210, 2211, 2212, 6120, and 6140 wireless handsets. This section describes the Main Menu system, Figure 11 "CICM menu hierarchy for IP Phone WLAN Handset" (page 33) shows a schematic map of the CICM menu system. For procedures on how to access and use these functions and features, refer to the specific item in this document.

Figure 11
CICM menu hierarchy for IP Phone WLAN Handset
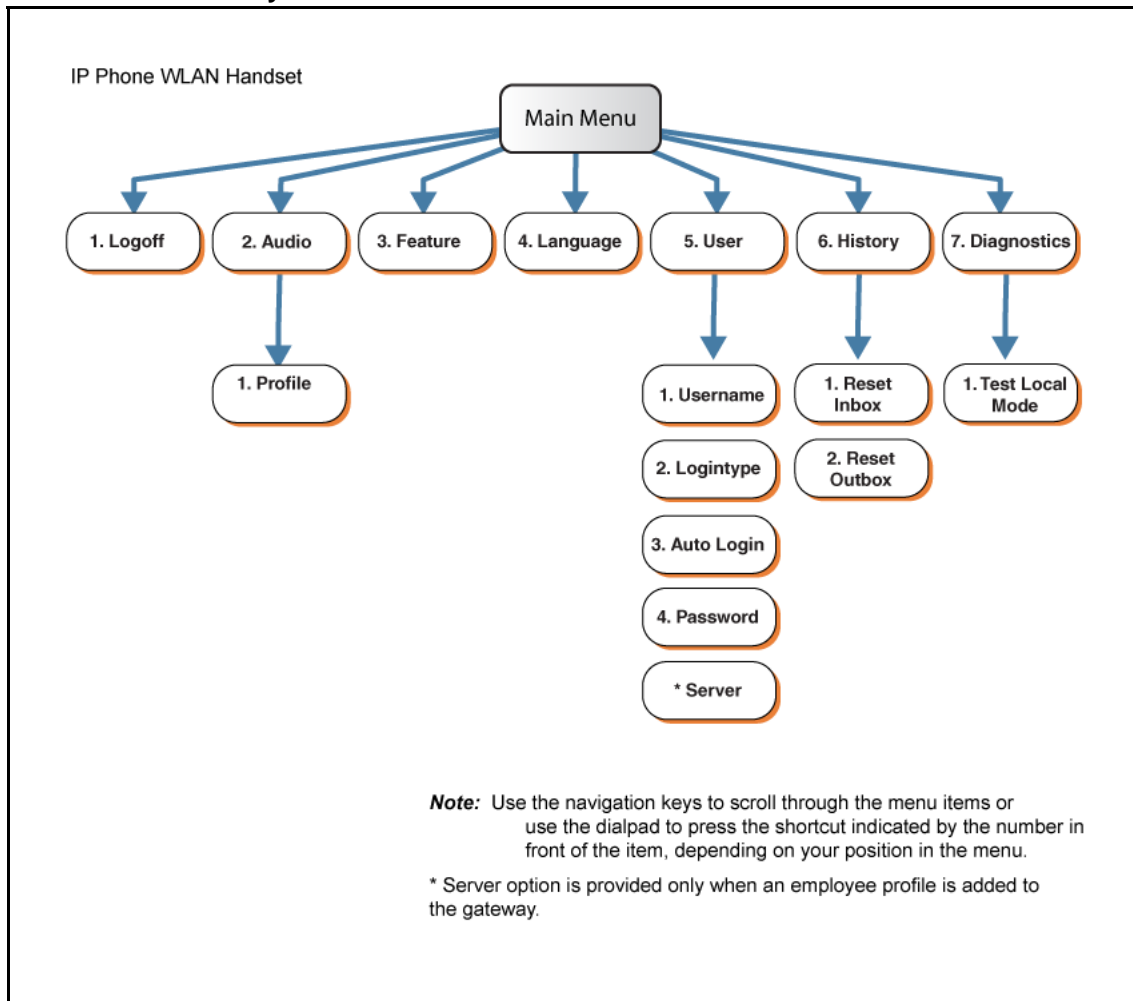
CICM main menu

After you successfully log on, the menu systems are active and available. An up or down arrow beside an item indicates the navigation key you can press to scroll to the next item. Labels appear next to the soft keys, in response to the item you select on the screen.

Logoff

Use this item to log off the IP Phone system.

See "Logging off" (page 45).

Audio

Use this menu item to view and edit your audio profile.

See "Using the Audio menu" (page 47).

Feature

Use the Feature menu to access these submenus:

Assign

Use the Assign menu to:

- define the key type
- enable and disable the Inbox

IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series have only one page of feature keys. The Autoscroll feature is therefore not supported.

See "Using the Assign menus" (page 52).

Label

Use the Label item to change a label associated with a feature key.

See "Labeling a feature key" (page 54).

Options

Use the Options menu to:

- enable and disable auto hide
- define your default feature
- enable the Outbox feature

See "Using the Options menus" (page 54).

Reset

Use the Reset item to reset the feature keys to the default settings.

See "Resetting the feature keys to their defaults" (page 57).

Language

Use the Language item to select the language used in the display.

See "Select a Language" (page 90).

User

Use the User menu to:

- view your user name
- view your login type
- enable or disable auto login feature
- change your password

See "Using the User menu" (page 61).

History

Use History menu to:

- reset the Inbox
- reset the Outbox

See "Resetting the Inbox or the Outbox" (page 87).

Diagnostics

Use this item to test the local mode.

See "Testing the local mode" (page 59).

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IP Phone WLAN handset menus

Nortel IP Phone WLAN Handset 2210 Series and 6100 Series wireless handsets have a Function (FCN) key that displays a Features menu, a LINE key that displays the User Option menu, and Softkeys to configure optional features, in addition to the Centrex IP Client Manager (CICM) menus.

Navigation

Function key menu

The function key menu has six non-programmable features. Each feature is associated with a number and selected by entering that number using the corresponding number on the dialpad.

These features are independent of Centrex IP Client Manager (CICM) menus and services. For more information about CICM services, see .

The following table describes the services available through the handset Function key.

Table 4
Function Key menu

Item number	Function name	Description
1	Mute	Allows you to listen to the incoming call without transmitting.
2	Hold	Allows you to suspend an active call without losing it.
3	Goodbye	Changes the state of the handset to active/idle, giving you access to the Function menu. Useful if you want to make a call immediately after you complete a call. **Attention:** Unless you intend to place another call immediately, end the call by pressing the power off key. This transitions to the standby state and conserves battery power.
4	Directory	Allows you to access your personal contacts directory.

Table 4
Function Key menu (cont'd.)

Item number	Function name	Description
5	Inbox	Allows you to access the CICM Inbox.
6	Outbox	Allows you to scroll through the list of calls to: select a call to dial, view call information, or select a call to store in the directory.

User Option menu

The User Option menu lets you configure audio features and view system information on the wireless handset. The fixed-key labeled LINE or a configured Softkey are used to access the User Option menu.

Table 5
User Option menu

Function name	Description
Extension number	Enables the user to view the extension number for the handset. This number is used to identify the handset. It is displayed when the handset is in the standby state. The Extension option is for display purposes. You cannot edit this option, see "Enter an Extension number" (page 89).
Language	For systems that support multiple languages, the user can select the display language from a list of supported languages.
Lock Key	Enables the user to lock the handset by using the Lock Key menu.
Phone Options	Enables the user to control Noise Mode, Key Tones, Warning Tones, Display Contrast, and Keypad Autolock. For example, Noise Mode enables the user to adjust the handset for varying noise levels within the work environment, see "Select Noise Mode" (page 92).
Ring Option	The WLAN Handset 6100 Series has additional ring tones, which are not available on the WLAN Handset 2210 Series.

Table 5
User Option menu (cont'd.)

Function name	Description
System Information	Alias IP Address: enables the user to view the IP address currently assigned to the handset by the call server, see "View the alias IP address" (page 101). Current Call Server: enables the user to view the IP address and port number of the call server, see "View the server IP address" (page 102). Current IP Address: enables the user to view the handset's current IP address, see "View the IP address" (page 101). Terminal Type: enables the user to view the PBX type used by the system, see "View Terminal Type" (page 103).
Attention: Check with your system administrator for the specific features that are supported by your WLAN Handset.	

Turn the handset on and off

This section describes the procedures to turn on and off the Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series wireless handsets.

To view the location of the keys on a specific handset, go to "Overview" (page 11).

Navigation

-
-

Turning on the handset

Follow this procedure to turn on the handset.

Procedure Steps

Step	Action
1	Press and hold the Power on/Start call key for 2 seconds.
	Two chirps sound.
2	Release the Power on/Start call key.
	The in-service tone sounds and the extension number appears on the display.
	The handset is now in standby mode.

--End--

Turning off the handset

Follow this procedure to turn off the handset.

You cannot turn off the handset while a call is active.

Procedure Steps

Step	Action
1	Press and hold the Power off/End call key for 2 seconds.
	One chirp sounds. The handset turns off.
2	Release the Power off/End call key.

--End--

Logging on

Follow these steps to log on. You must be logged onto the system to make or receive calls.

If you are unsure how to use the dialpad to enter text, see "Enter text using the dialpad" (page 105) before starting this procedure.

Prerequisites

You must be logged out.

Procedure Steps

Step	Action
1	Press the Power on/Start call key.
	The handset changes to the standby state.
2	If you have Selective Gateway Login Feature configured on your system, a screen appears where you can select a gateway. Press the down arrow to select a gateway (a check mark indicates the current selection).
3	Press **Ok**.
	The Login screen appears.
4	Use keys on the dialpad to enter your user name.
	If your user name is longer than 19 characters, the characters scroll to the left and an ellipsis appears to the left of the User name field.
	If you make a mistake entering your user name, press **Clear** and start again.
5	Press **Ok**.
	The password screen appears.
6	Use the dialpad to enter your password. For security, the system displays your password as asterisks.

If you make a mistake entering your password, press **Clear** and start again.

7   Press **Ok**.

The display shows the options/idle screen.

--End--

Logging off

Follow these steps to log off from the system.

Prerequisites

You must be logged on, and the handset must be active.

Procedure Steps

Step	Action
1	From the main menu, select and open **Logout**.
2	Press **Ok**.
	The logout confirmation screen appears.
3	Press **Yes**.

<div align="center">**--End--**</div>

Using the Audio menu

Follow this procedure to view and edit your audio profile.

The audio profiles available to you depend on those selected by the system administrator. Contact your administrator for recommended profiles.

You must have permission to edit the audio profile. If the administrator has granted you permission, a check mark appears beside the active profile in the display.

The WLAN Handset 2210 Series and WLAN Handset 6100 Series terminals do not support the Play DTMF message. This message is sent by the CICM in response to key hit reports, to instruct the terminal to play in-band DTMF. If these terminals are required to interwork to a voicemail system or Interactive Voice Response (IVR), the CICM and GWC audio profiles must be set up to negotiate RFC2833 in order for key hits to be detected, such as, PIN codes for voicemail accounts.

Prerequisites

- You must be logged on, and the handset must be active.
- The system administrator must grant you permission to edit your audio profile. A check mark in front of an item indicates that you are in editing mode.

Procedure Steps

Step	Action
1	From the main menu, select **Audio**, then select and open **Audio Profile**.
	The Audio Profile screen appears, showing your audio profile. If you have permission to edit your profile, a check mark appears beside the active profile.
	If you do not have permission to edit your profile, the procedure is complete.

2   If you have permission, and you want to edit your audio profile, press **Ok**.

3   Use the navigation keys to toggle between enabling and disabling the Local Area Network functionality.

4   Press **OK** to save the setting.

--End--

Using the main menu

Follow this procedure to access the Centrex IP Client Manager (CICM) menu of services.

Prerequisites

The handset must be active, and you must be logged on. See "Logging on" (page 43).

Procedure Steps

Step	Action
1	Press **Menu**.
	The CICM main menu appears.
2	Use the up and down navigation keys to scroll through menu.
--End--	

Use the CICM Feature menu

Follow this procedure to access the Centrex IP Client Manager (CICM) Feature menu. The Feature menu is used to add or edit feature key associations. See "Using the main menu" (page 49) to access the Feature menu.

The Feature menu consists of four menu items: Assign, Label, Options, and Reset.

The CICM administrator assigns the features. Changing your feature key associations does not create new functionality.

Navigation

- To navigate the Feature menu, see "Navigating the Feature menu" (page 51)
- For Assign, see "Using the Assign menus" (page 52)
- For Label, see "Labeling a feature key" (page 54)
- For Options, see "Using the Options menus" (page 54)
- For Reset, see "Resetting the feature keys to their defaults" (page 57)

Navigating the Feature menu

Follow these steps to navigate the Feature menu.

Prerequisites

You must be logged on, and the handset must be active.

Procedure Steps

Step	Action
1	From the main menu, select and open **Feature**.
	The Feature screen appears.
2	Press **Ok**.
3	Use up and down navigation keys to select a feature key.

4   Press **Ok** to access the list and select an item.

Possible items are: Assign, Label, Options, and Reset.

5   Select an item and press **Ok**.

The screen for that item appears.

6   Follow the procedure for the selected item.

--End--

Using the Assign menus

Follow these procedures to access the Assign menus: Key Type, AutoScroll, and Inbox.

Prerequisites

The Feature > Assign menu must be displayed.

Procedure Steps

Step	Action

1   From the main menu, open the Feature menu.

2   On the handset, press the key to which you want to assign a feature.

3   From the Feature menu, select and open **Assign**.

The Assign menu opens.

4   Select an item:

- **Key Type**: see "Defining the key type" (page 52)
- **Inbox**: see "Enabling or disabling the CICM Inbox" (page 53)

Attention: The AutoScroll feature is not supported on Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series wireless handsets.

--End--

Attention: Defining the key type
      Procedure Steps

Step	Action
1	Each feature key can be defined in one of two ways: Central or Local. A feature key defined as Central can have a Centrex feature, such as Call Forward, assigned to it. A feature key defined as Local can have a directory entry assigned to it. By default, all feature keys are defined as Central. For further information about Centrex features, see *Nortel CICM Fundamentals*, (NN10044-111).
	From the main menu, open the Feature menu.
	A list of the feature keys and their current assignments appears.
2	Scroll through the list and select they key to change.
	The Feature submenu appears.
3	Select and open **Assign**.
4	Press **Key Type**.
	If the key you selected in step 2 is assigned to a Centrex feature, these soft key labels appear: Key Type and AutoScroll.
	If the selected key is assigned to a local feature, these soft key labels appear: Key Type and Feature.
	Attention: The `AutoScroll` feature is not supported on Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series wireless handsets.
5	Press **Key Type**.
	The Key Type screen appears. A check mark appears beside the type currently assigned to the key.
6	To change the key type, select the key type that does not have a check mark beside it, and press **Ok**.

--End--

Attention: **Enabling or disabling the CICM Inbox**
Procedure Steps

Step	Action
1	From the Feature menu, select and open **Inbox**.
	The Inbox screen appears.
2	Perform one of these actions:
	• To enable the Inbox, select **Enable**.
	• To disable the Inbox, select **Disable**.
3	Press **Ok**.

--End--

Labeling a feature key

Follow this procedure to change the label of a feature key.

If you are unsure how to use the dialpad to enter text, see "Enter text using the dialpad" (page 105) before starting this procedure.

Prerequisites

You must first access the Feature menu. To access the menu, see "Navigating the Feature menu" (page 51).

Procedure Steps

Step	Action
1	From the Feature menu, select and open **Label**.
	The Label screen appears.
2	Press **Clear** to delete the label currently associated with the key.
3	Use the dialpad to enter the new label. Press **Bksp** to backspace if you need to make a correction.
4	Press **Ok** to save the entry.
	You return to the Feature menu.

--End--

Using the Options menus

Follow these procedures to access the Options menus: Auto Hide, Default Feature, and Outbox.

Prerequisites

You must first access the Feature menu. To access the Feature menu see "Navigating the Feature menu" (page 51).

Procedure Steps

Step	Action
1	From the Feature menu, select and open **Options**.
	The Options menu appears.
2	Select a menu item:
	- **Auto Hide**: see "Configuring Auto Hide" (page 55)
	- **Default Feature**: see "Assigning a default DN key" (page 56)
	- **Outbox**: see "Enabling or disabling the CICM Outbox" (page 56)
	--End--

Configuring Auto Hide
Procedure Steps

Step	Action
1	Follow this procedure to enable or disable the Auto Hide feature. When you complete this procedure, you must log out, and then log back in for the functionality to take effect.
	For additional information, see "Auto Hide" (page 56).
	From the Options menu, select and open **Auto Hide**.
	The Auto Hide screen appears.
2	Perform one of these steps:
	- To enable Auto Hide, select **Enable**.
	- To disable Auto Hide, select **Disable**.
3	Press **Ok**.
	A check mark appears beside your selection.
	--End--

Assigning a default DN key
Procedure Steps

Step	Action
1	Follow this procedure to assign a directory number (DN) key to be your default feature. From the Options menu, select and open **Default Feature**. The Default Feature screen appears, with a list of DN keys.
2	Scroll through the list of DN keys and select the one you want to assign as your default feature key.
3	Press **Ok** to make this your default key.

--End--

Procedure Steps

Step	Action

Enabling or disabling the CICM Outbox
Procedure Steps

Step	Action
1	From the Options menu, select and open **Outbox**. The Outbox screen appears.
2	Perform one of these steps: • To enable the Outbox, select **Enable**. • To disable the Outbox, select **Disable**.
3	Press **Ok**.

--End--

Auto Hide

The Auto Hide feature is accessed from the Options menu. When you enable the Auto Hide feature, only those features that are relevant to the current activity on your phone are shown in the display.

For example, the Call Transfer and Three Way call features can only be activated when a user has a call in progress. Auto Hide prevents features such as Call Transfer and Three Way Call from being displayed on a IP Phone while the user's line is idle. Instead, Auto Hide will display a feature provisioned on the user's line that is relevant to their current call state,

such as Call Forward and Make Set Busy, (which can only be activated while the user's line is idle). Conversely, displaying either of these features against a key while the user is active in a call is not necessary.

Some features are configured to never be hidden, this is because they are relevant when the user's line is both idle and active.

The features relevant states are configured by your administrator.

You cannot change the administrator settings for each feature, but you can enable Auto Hide (to show only the relevant features), or disable Auto Hide (to show all features all of the time, regardless of their relevance to the current state of the phone).

To enable or disable the Auto Hide feature, see "Configuring Auto Hide" (page 55).

Resetting the feature keys to their defaults

Follow this procedure to reset the handset feature keys to the default settings.

Prerequisites

You must first access the Feature menu. To access this menu see "Navigating the Feature menu" (page 51).

Procedure Steps

Step	Action
1	From the Feature menu, select and open **Reset**.
	The Reset screen appears.
2	Press **Yes** to reset the feature keys to their default settings.

--End--

Testing the local mode

The Diagnostics menu is mainly used by an administrator for registering the terminal with a Survivable Remote Gateway.

Follow this procedure to test the local mode.

Prerequisites

- You must be logged on.
- Permission to access this menu must permission granted by the system administrator.

Procedure Steps

Step	Action
1	From the main menu, select and open **Diagnostics**.
	The Diagnostics screen appears. Test Local Mode transitions the terminal to its S2 for registration with a Survivable Remote Gateway.
2	Press **Ok** to access the confirmation screen.
3	Press **Ok** to enter local test mode, or **No** to return to the Diagnostics menu. Press **Help** for more information.

--End--

Using the User menu

Follow this procedure to access and use the Centrex IP Client Manager
(CICM) User menu. Use the User menu to:

- View your user name
- Define your login type
- Enable the auto-login feature
- Change your password

Navigation

- "Navigating the User information menus" (page 61)
- "Viewing your user name" (page 62)
- "Enabling Auto Login" (page 62)
- "Viewing your login type" (page 63)
- "Changing your password" (page 63)

Navigating the User information menus

Follow this procedure to access the User submenus.

Prerequisites

You must be logged on and the handset must be active. See "Turning on
the handset" (page 41) and "Logging on" (page 43).

Procedure Steps

Step	Action
1	From the main menu, select the User menu.
	The User menu appears.

2 Use up and down navigation keys to select an item.

- To view your user name, go to "Viewing your user name" (page 62).

- To enable the auto-login feature, go to "Enabling Auto Login" (page 62).

- To redefine your login type, go to "Viewing your login type" (page 63).

- To change your login password, go to "Changing your password" (page 63).

3 Press **Ok**.

--End--

Viewing your user name

Follow this procedure to view your user name.

Prerequisites

The User menu must be displayed. See "Navigating the User information menus" (page 61).

Procedure Steps

Step	Action
1	From the main menu, open the User menu.
2	From the User menu, select and open **Username**.
	The Username screen appears, showing your user name.

--End--

Enabling Auto Login

Follow this procedure to enable the Auto Login feature.

Any system maintenance activity, such as a firmware upgrade, results in logging you out of the system. By enabling the Auto Login feature, you are automatically logged into the IP Client Manager when the terminal is available again.

You must have sufficient permission to enable this feature.

Prerequisites

The User menu must be displayed. See "Navigating the User information menus" (page 61).

Procedure Steps

Step	Action
1	From the User menu, select and open **Auto Login**.
	The AutoLogin screen appears.
2	Use the navigation key to select **Enabled**.
3	Press **Ok**.

--End--

Viewing your login type

Follow this procedure to view your login type.

Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series wireless handsets can operate in one of two login types:

* Unique — the ability to join a session when the m6350 Softclient is not enabled.

* Joint — the ability to operate in a joint session when the m6350 Softclient is enabled.
 In this scenario, the handset always adopts the Master position, in their Master Slave relationship, which implies that all audio is rooted to the physical set. The handset behaves the same as any other wired IP Phone, it does not support a joint session with another physical terminal.

Prerequisites

The User menu must be displayed. See .

Procedure Steps

Step	Action
1	From the User menu, select and open **Login Type**.
2	Use the navigation keys to view the **Unique** screen and the **Joint** screen.
	A check mark indicates the current selection.

--End--

Changing your password

Follow this procedure to change your log on password.

If you are unsure how to use the dialpad to enter text, see "Enter text using the dialpad" (page 105) before you start this procedure.

Prerequisites

The User menu must be displayed. See "Navigating the User information menus" (page 61).

Procedure Steps

Step	Action
1	With the User menu displayed, scroll through the list and select and open **Password**.
	The Password screen appears.
2	Use the dialpad to enter your current password.
3	In the same screen, use the dialpad to enter the new password.
4	Press **Ok**.
	Use the new password the next time you log on.

--End--

Make a call

This section describes the features associated with making a call and their respective procedures for Nortel IP Phone WLAN Handset 2210 Series and Nortel IP Phone WLAN Handset 6100 Series handsets. In this section, the features pertain to both handsets unless otherwise specified.

To view the location of the keys and the headset jack, go to "Overview" (page 11) and select the specific handset.

Navigation

Using off-hook dialing

Follow this procedure to make a call.

Procedure Steps

Step	Action
1	Press the Power on/Start call key.
2	Use the dialpad to enter the number.
3	Press the Power off/End call key when you finish the call.
	--End--

Using Predial

Follow this procedure to make a call using the Predial feature.

Procedure Steps

Step	Action
1	Press the MENU key.
	The handset state changes from idle to the active/on-hook state.
2	Use the dialpad to enter the number you want to call.
	The number appears in the display area.
3	Press **OK** to dial the number.

--End--

Editing the predial number

Follow this procedure to edit a previously entered predial number.

Procedure Steps

Step	Action
1	Press the MENU key.
	The handset state changes from idle to the active/on-hook state.
2	Perform one of the following steps.
	• To delete numbers that appear to the right of the cursor, press **Delete**.
	• To delete numbers that appear to the left of the cursor, press **Bksp**.
	• To quit without editing a number, press **Cancel**.
3	Press **Ok** to dial the number.

--End--

Redial last number

Follow this procedure to use the Last Number Redial (Redl) feature on the WLAN Handset 6100 Series. The Redial feature automatically redials the last dialed number.

Procedure Steps

Step	Action
1	Press the End button.
2	Press the Actv soft key.

3	Press the Redl soft key.
4	Scroll using the Nav keys to select the number that you wish to re-dial.
5	Press the Dial soft key.

--End--

Making a call using a headset

Follow this procedure to make a call using the headset.

Procedure Steps

Step	Action
1	Connect the headset to the handset.
2	Go to one of these procedures to complete the call:

- "Using off-hook dialing" (page 65)
- "Using Predial" (page 65)
- "Making a call using a line" (page 67)

--End--

Answering a call using a headset

Follow this procedure to answer a call using the headset.

Procedure Steps

Step	Action
1	Connect the headset to the handset.
2	Press the Power on/Start call key.

--End--

Making a call using a line

Follow this procedure to make a call using a line.

Procedure Steps

Step	Action
1	Press the MENU key.

The handset state changes from idle to the active/on-hook state

2 Press the LINE key and select the number key that corresponds to the DN from which you want the call to originate.

3 Use the dialpad to enter the number.

--End--

Answer a call

Follow these procedures to answer an incoming call.

Each incoming call causes the wireless handset to ring or vibrate, and the line number appears and flashes on the display. The name and the extension may appear, depending on datafill set by the administrator.

See the handset figures in "Overview" (page 11) for the location of the keys and the headset jack.

Navigation

Answering a call

Follow this procedure to answer a call.

Procedure Steps

Step	Action
1	Press the Power on/Start call key.
2	Answer the call.
	--End--

Answering a call while using a headset

Follow this procedure to answer a call while using a headset.

Procedure Steps

Step	Action
1	Press any key on the handset except Power on/Start call, Power off/End call, soft keys, or keys on the side of the handset.
2	Speak to the caller.

--End--

Call Waiting

The Call Waiting feature alerts you to an incoming call by producing a tone. The current call is put on hold while you answer the new call. This feature is available on the Nortel IP Phone WLAN Handset 6100 Series wireless handset.

Procedure Steps

Step	Action
1	When the incoming call tone sounds while on another call, press FCN to place the current call on hold.
2	Press the Line button to access the Feature Keys menu.
3	Press the number key that corresponds to the Call Waiting feature.
	To return to the first telephone call, go to Step 4.
4	Do one of the following:
	• Select FCN to place the second call on hold, or
	• Press the End button to end the second call and then press the Start button to enter the active (idle) state.
5	Press the Line button to access the Feature Keys menu.
6	Press the number key that corresponds to the first call.
	The first call that is on hold flashes, so the number indicator for that line flashes.

--End--

Ending a call

Follow this procedure to terminate a call.

Nortel recommends that you end all calls by pressing the Power off/End call key, even when the far end disconnects first.

To view the location of the key on a handset, go to "Overview" (page 11).

Procedure Steps

Step	Action
1	Press the Power off/End call key.
2	Release the Power off/End call key.

--End--

While on an active call

Follow these procedures to put a call on hold, transfer a call, or use Conference Call features.

See the handset figures in "Overview" (page 11) for the location of the keys.

Navigation

Place a call on hold

Follow this procedure to place a call on hold. The Hold feature allows you to suspend a call without terminating it. Use the Hold feature when talking on one line and another call arrives on a second line.

Procedure Steps

Step	Action
1	To activate the Hold function, press FCN key.
2	Select the Hold soft key.

The call is on hold. In the display area, `Call Held` appears, and the phone number that corresponds to the line on hold flashes in the upper display area.

Attention: If Automatic Hold is enabled, the active call is automatically placed on hold when you answer the second call.

--End--

Retrieve a call on hold

Follow this procedure to retrieve a call that is on hold.

Prerequisites

You must have a call on hold.

Procedure Steps

Step	Action
1	Press the LINE key, and press the line number of the call you wish to retrieve.
	This will access the Feature Keys menu in the active (off-hook) state.
2	Press Enter.

--End--

Call Park

Follow this procedure to use the Call Park feature for the Nortel IP Phone WLAN Handset 6100 Series wireless handset. Use the Call Park feature to hold temporarily (park) and retrieve a call from any telephone or handset. Call Park does not tie up a line and, when configured network-wide, you can use it across networks. You can configure a System Park Extension to automatically park most calls.

Procedure Steps

Step	Action

Call Park on the DN
   Procedure Steps

Step	Action
1	To park a call on the System Park DN or your own DN, during an active call, select the Park soft key.
2	By default, the call is parked on your DN unless a System Park is enabled to automatically park calls on the system.

--End--

Procedure Steps

Step	Action

Call Park on another DN
   Procedure Steps

Step	Action
1	To park a call on a DN other than the System Park DN or your own DN, select the Park soft key.
2	Enter the DN where you want to park the call.
3	Select the Park soft key again.

--End--

Transfer a call

Follow this procedure to transfer a call to a third party.

Procedure Steps

Step	Action
1	During an active call, press the LINE key.
	A list of available features appears.
2	Use the navigation keys to select the Transfer feature.
3	Press **Ok**.

The caller is put on hold, and you hear a dial tone. An icon appears beside the Transfer item in the LINE menu, indicating that the call is transferred.

4 Use the dialpad to enter the number to which to transfer the call.

5 When that number rings or is answered, press the LINE key and select the Transfer feature again.

The call is transferred.

6 If you put a call on hold to answer and transfer a call, press the LINE key and select the line you put on hold.

The original call is active.

--End--

Connect calls using Call Join

Follow this procedure to connect calls using the Call Join feature. If you are on one call while you have another caller on hold, you can merge the parties to create a conference between the two callers and yourself.

Procedure Steps

Step	Action
1	While on a call, press and hold the FCN key and select **3wc**, or press the Conference softkey and Line button.
2	Press the number key of the call that you want to connect to your current call.
3	To merge the calls, press and hold the FCN key and select **3wc** again, or press the Conference softkey a second time. The person on hold has joined the conversation.

--End--

Set up a Conference call

Follow this procedure, using the Conference feature, to set up a conference call for three people (or a maximum of six people, depending on your handset configuration), including yourself.

Prerequisites

You must be on an active call.

Procedure Steps

Step	Action
1	Press and hold the FCN key and select **3wc**, or press the Conference softkey.
	The caller is put on hold and a you hear a dial tone.
2	Dial the number of the person you want to add to the call. At this time, you can talk privately to the person before you add them to the conference call.
3	Press and hold the FCN key and select **3wc** a second time to merge the parties, or press the Conference softkey a second time to merge the parties.
4	If necessary, repeat the procedure until all the required people are in the conference.

--End--

Mute a call

Follow this procedure to mute a call. Muting prevents the transmission of sounds by the handset.

Procedure Steps

Step	Action
1	Press the FCN key.
	The Hidden Keys list appears.
2	On the dialpad, press the number key that corresponds to the **Mute** option.
	The mute feature is enabled, and `Mute` appears on the display.

--End--

Unmute a call

Follow this procedure to unmute a call.

Procedure Steps

Step	Action
1	Press the FCN key.
	The Feature Keys menu appears

2   On the dialpad, press the number key that corresponds to the **Mute** option.

      The mute feature is disabled, and `Mute` disappears from the display.

--End--

Record Caller Number

Follow this procedure to record a caller's number for accounting purposes on the Nortel IP Phone WLAN Handset 6100 Series wireless handset. Use the Calling Party Number feature to record a caller's number or to charge a call to an account number for accounting purposes during an established call.

Procedure Steps

Step	Action
1	Press the Call Party soft key to place the caller on hold. The entered number displays.
2	Enter a charge account number or the caller's number.
3	Press the Call Party soft key to return to the call.

--End--

Trace a malicious call

Follow this procedure to trace a malicious call on the Nortel IP Phone WLAN Handset 6100 Series wireless handset. Use the Malicious Call Trace feature to trace nuisance calls within your system.

Procedure Steps

Step	Action
1	To use Call Trace while on a call, press the Line button to access the Feature Keys menu.
2	Press the number key that corresponds to the Call Trace feature.

--End--

While away from your desk

Follow these procedures to receive calls when you are away from your desk.

For the location of the keys, see the handsets in the section "Overview" (page 11).

Navigation

- "Call Forward" (page 79)
- "Internal Call Forward" (page 80)
- "Turn off Call Forward" (page 80)

Call Forward

Use Call Forward to send incoming calls to another extension within the system. You can continue to place outgoing calls from your handset while the Call Forward is active.

Procedure Steps

Step	Action
1	During an active call, press the FCN key and select **Forward**.
2	Use the dialpad to enter the number of the DN to which you want to forward your incoming calls.
3	Press **Forward** again.
	An icon next to the label on the feature key appears on your display.

--End--

Internal Call Forward

Follow this procedure to use Internal Call Forward. Use Internal Call Forward to accept only calls that originate at internal DNs to ring at another DN. Calls that originate outside your telephone system still ring at your handset. Current incoming calls cannot be forwarded.

Check with your system administrator whether Internal Call Forward feature is supported on your handset.

Procedure Steps

Step	Action
1	To forward internal calls, press the Line button to access the Feature Keys menu.
2	Press the number key that correspond to the Internal Call Forward feature.
3	Enter the DN to which your internal calls are to be forwarded.
4	Press the Line button to access the Feature Keys menu.
5	Press the number key that corresponds to the Internal Call Forward feature.
	To quit Internal Call Forward, go to Step 6.
6	Press the Line button to access the Feature Keys menu.
7	Press the number key that corresponds to the Internal Call Forward feature.
	To reinstate Call Forward to the same number, go to Step 8.
8	Press the Line button to access the Feature Keys menu.
9	Press the number key that corresponds to the Internal Call Forward feature twice.

--End--

Turn off Call Forward

Follow this procedure to turn off the Call Forward feature.

Prerequisites

Call forwarding must be activated.

Procedure Steps

Step	Action
1	Press the FCN key and select **Forward**.
2	The icon no longer appears in the display.

--End--

Work without interruption

Follow these procedures to enable and disable the Make Set Busy feature. This feature allows you to work without receiving incoming calls.

For the location of the keys on the handsets, see "Overview" (page 11).

Navigation

Activate Make Set Busy

The Make Set Busy feature provides uninterrupted work time by responding with a busy signal when the handset receives an incoming call.

Procedure Steps

Step	Action
1	Press the Power On/Start Call key.
2	Press the LINE key.
	The Feature Keys menu appears.
3	On the dialpad, press the number key that corresponds to Make Set Busy.
4	Select Enter.
	All incoming calls now receive a busy signal. An icon appears beside the Make Set Busy option, indicating that the feature is enabled.

--End--

Deactivate Make Set Busy

Follow this procedure to deactivate the Make Set Busy feature.

Prerequisites

The Make Set Busy feature must be enabled.

Procedure Steps

Step	Action
1	Press the Power On/Start Call key.
2	Press the LINE key.
	The Feature Keys menu appears.
3	On the dialpad, press the number key that corresponds to the **Make Set Busy**.
4	Select Enter.
	The feature is disabled.

--End--

Use the Inbox and Outbox

Follow these procedures to use your Inbox and Outbox.

See the handset figures in "Overview" (page 11) for the location of the keys.

Navigation

Using the Inbox

Follow this procedure to use the Inbox. If you have enabled the Inbox and assigned it to a directory number (DN) key, an envelope icon appears in the top left corner of the display if you missed an incoming call. This icon disappears after you retrieve the message.

You can assign a maximum of six DN keys to the Inbox.

Prerequisites

The handset must be active.

You must have a call in the Inbox.

Procedure Steps

Step	Action
1	Press the FCN key.
2	Use the navigation keys to select **Inbox** from the menu.
	The Inbox screen appears.
3	Use the navigation keys to scroll through the list and select a call.

4 Press **Ok**.

- To dial the call, go to step 5.
- To view call information, go to step 6.
- To store the number in the directory, go to step 7.

5 Use the navigation keys to select **Dial** and press **Ok**.

The handset dials the number. The procedure is complete.

6 Use the navigation keys to select **Display** and press **Ok**.

The call information appears. The procedure is complete.

7 Use the navigation keys to select **Store**.

The CICM Directory appears. To add an entry, see "Adding an entry to the directory" (page 108).

--End--

Using the Outbox

Follow this procedure to use the Outbox.

Prerequisites

You must have assigned the Outbox to a DN key.

Procedure Steps

Step	Action
1	Press the FCN key.
2	Use the navigation keys to select **Outbox** from the menu.
	The Outbox screen appears.
3	Use the navigation keys to scroll through the list and select a call.
4	Press **Ok**.
5	Perform one of these actions:
	• To dial a call, go to step 5.
	• To view call information, go to step 6.
	• To store the number in the directory, go to step 7.
6	Use the navigation keys to select **Dial** and press **Ok**.
	The handset dials the number. The procedure is complete.
7	Use the navigation keys to select **Display** and press **Ok**.
	The call information appears. The procedure is complete.

8   Use the navigation keys to select **Store**.

The CICM Directory appears. To add an entry, see "Adding an entry to the directory" (page 108).

--End--

Resetting the Inbox or the Outbox

Follow this procedure to access Centrex IP Client Manager (CICM) History menu, which is used to delete calls from the Inbox or the Outbox. See "Using the main menu" (page 49) to access the History menu.

Prerequisites

The History screen must be displayed.

Procedure Steps

Step	Action
1	From the main menu, select and open **History**.
	The History screen appears.
2	From the History screen, select **Reset Inbox** or **Reset Outbox**.
3	Press **Ok**.
	The calls are deleted.

--End--

Using the User Option menu

Follow these procedures to use User Option menu for the Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series wireless handsets.

When the wireless handset is in Standby mode (power is on, but the handset is not in use), press the Cfg button to display the User Option menu.

Check with your system administrator for the features that are supported on your WLAN Handset.

See the handset figures in "Overview" (page 11) for the location of the keys.

Navigation

Enter an Extension number

Follow this procedure to enter an extension number for the wireless handset. This number is used to identify the handset. It is displayed when the handset is in the standby state. The Extension option is for display purposes. You cannot edit this option.

Prerequisites

The handset must be in standby mode.

Procedure Steps

Step	Action
1	Perform one of the following options: • press and hold the LINE key, the User Options menu appears, or • while the handset is in standby state, press the Cfg soft key.
2	Use the Up and Down Nav keys to scroll through the list and select **Extension**.
3	Press **Ok**. The Extension screen appears.
4	Use the dialpad to enter the extension number.
5	Press **Save**.
6	Perform one of the following actions: • to return to the previous menu and choose another option, press Exit, or • to exit all menus and return to standby mode, press the Power Off/End Call key, or press Exit.

--End--

Select a Language

Follow this procedure to select a language for the wireless handset.
For systems that support multiple languages, you can select the display
language from a list of supported languages.

Procedure Steps

Step	Action
1	While the handset is in standby mode, select the Cfg soft key.
2	Use the Nav buttons to scroll through the menu and highlight Languages, press Enter.
3	Use the Nav buttons to scroll through the Language menu and highlight the desired language, press Enter.

4   Do one of the following:

- to return to the previous menu and choose another option, press Back, or

- to exit all menus and return to the standby state, press the End key.

--End--

Enable the Lock Key menu

Follow this procedure to enable the Lock Key menu to lock the wireless handset.

Procedure Steps

Step	Action
1	**To lock the keypad**, while the handset is in standby mode, press the Cfg softkey.
2	Use the Nav keys to scroll through the feature menu and highlight the Lock Keys feature.
3	Press Enter to lock the keypad. **To unlock the keypad**, go to Step 4.
4	While the handset is in standby mode, press the Unlk soft key.
5	Press # to unlock the keypad.

--End--

Select Phone Options

Phone Options presents a menu of choices, such as, Noise Mode, Key Tones, Warning Tones, Display Contrast, and Keypad Autolock.

- Noise Mode — enables the user to adjust the handset for different levels of noise within the work environment. There are three noise level modes: Normal, High, and Severe. Changing the Noise Mode to High or Severe adjusts the handset's microphone and in-ear speaker volume to account for background noise. Select Normal: for most office environments; High: for moderate background noise; or Severe: for extremely noisy conditions. If you use High or Severe modes in a quiet environment, your caller may find it difficult to hear your voice.

- Key Tones — controls whether pressing a key plays a tone.

- Warning Tones — controls whether warning tones are played when out-of-range or during power up and power down.

- Display Contrast — controls the amount of contrast for the display.
- Keypad Autolock — controls automatic locking of the keypad when the handset is in standby mode.

Prerequisites

The handset must be in standby mode.

Select Noise Mode
Procedure Steps

Step	Action
1	Perform one of the following options: • press and hold the FCN key, the User Options menu appears, or • while the handset is in standby state, press the Cfg soft key.
2	Use the Nav keys to scroll through the menu and highlight **Phone Options**, press Enter to select the option. The next menu level is displayed.
3	Use the Up and Down Nav keys to scroll through the list and select **Noise Mode**.
4	Press **Enter.**. The Noise Level submenu appears.
5	Use the Nav keys to scroll through the menu and highlight one of the following settings (an asterisk [*] indicates the selected setting): Normal, High, or Severe.
6	Press **Ok**.
7	Perform one of these actions: • to return to the previous menu and choose another option, press Back, or • to exit all menus and return to the standby state, press the Power Off/End Call key, or press Exit.

--End--

Change the Key Tones
Procedure Steps

Step	Action
1	While the handset is in standby mode, press the Cfg soft key.

2	Use the Nav keys to scroll through the list of menu items and highlight User Profiles.
3	Press Enter to select the setting.
4	Use the Nav keys to scroll through the menu and highlight one of the following settings (an asterisk [*] indicates the selected setting): Enable Tones (default), and Disable Tones.
5	Press Enter to choose this setting.
6	Navigate to enable/disable key tones.
7	Press Enter to toggle between Enable/Disable.
8	Do one of the following: • to return to the previous menu and choose another option, press Back, or • to exit all menus and return to the standby state, press the End key.

--End--

Change the Warning Tones
Procedure Steps

Step	Action
1	While the handset is in standby mode, press the Cfg soft key.
2	Use the Nav keys to scroll through the menu and highlight Phone Options.
3	Press Enter to select the setting.
4	Use the Nav keys to scroll through the menu and highlight Warning Tones.
5	Press Enter to select the setting.
6	Use the Nav keys to scroll through the menu and highlight one of the following settings (an asterisk [*] indicates the selected setting): Enable Warnings (default), and Disable Warnings.
7	Press Enter.

8 Do one of the following:

- to return to the previous menu and choose another option, press Back, or

- to exit all menus and return to the standby state, press the End key.

--End--

Change the Display Contrast
Procedure Steps

Step	Action
1	While the handset is in the standby state, press the Cfg soft key.
2	Use the Nav keys to scroll through the menu and highlight Phone Settings.
3	Press Enter to select the menu item.
4	Use the Nav keys to scroll through the menu and highlight Display Contrast.
5	Press Enter to select the setting.
6	Use the Nav keys to adjust the contrast to a suitable level.
7	Press Enter to save the setting.
8	Do one of the following:

- to return to the previous menu and choose another option, press Back, or

- to exit all menus and return to the standby state, press the End key.

--End--

Change the Keypad Autolock
Procedure Steps

Step	Action
1	While the handset is in the standby mode, press the Cfg soft key.
2	Use the Nav keys to scroll through the menu and highlight Phone Settings.
3	Press Enter to select the setting.

4   Use the Nav keys to scroll through the menu and highlight Keypad Autolock.

5   Press Enter to select the setting.

6   Use the Nav keys to scroll through the menu and highlight one of the following settings (an asterisk [*] indicates the selected setting): Disable (default), 5 seconds, 10 seconds, and 20 seconds.

7   Press Enter.

8   Do one of the following:

- to return to the previous menu and choose another option, press Back, or

- to exit all menus and return to the standby state, press the End button.

--End--

Select Ring Options

Follow these procedures to change the ring-tone or any other ring setting. You must first select a profile, your handset ring behavior is established by five User Profiles:

- Silent

- Vibrate

- Loud

- Soft

- Custom

The currently-active user profile is shown on the standby display. While the handset is in standby mode, you can change the ring behavior by pressing Prof and selecting a new profile from the list. The currently-active profile is marked with an asterisk (*).

Attention: Check with your system administrator for the Ring Options available on your handset.

The Ring Options menu has the following:

- Telephone Ring — presents a submenu of choices that you can set:
  — Ring Cadence
  — Ring Tone (see Note 1)

— Ring Volume

— Vibrate Cadence

— Ring Delay (see Note 2)

- Message Alert 1 — reserved for future use.

- Message Alert 2 — reserved for future use.

Note 1: Ring Tone does not appear in the menu when Ring Cadence is off.

Note 2: Ring Delay does not appear in the menu when Ring Cadence or Vibrate Cadence is off.

Select Ring Cadence
Procedure Steps

Step	Action
1	While the handset is in standby mode, select the Cfg soft key.
2	Use the Nav keys to scroll to User Profiles.
3	Press Enter to select User Profiles. The next menu level is displayed.
4	Use the Nav keys to scroll through the menu and highlight one of the settings. (an asterisk [*] indicates the selected/active setting).
5	Press Enter to select the option.
6	Use the Nav keys to scroll to Ring Settings.
7	Press Enter to select the option.
8	Use the Nav keys to select Telephone Ring.
9	Press Enter to select the option.
10	Use the Nav keys to scroll to Ring Cadence and select one of the following: • Off • PBX (default) • Continuous • Short Pulse • Long Pulse
11	Press Enter to choose the cadence.

12   Do one of the following:

   - to return to the previous menu and choose another option, press Back, or

   - to exit all menus and return to the standby state, press the End key.

--End--

Select Ring Tone
Procedure Steps

Step	Action
1	While the handset is in the standby mode, press the Cfg soft key.

Attention: Ring Tone does not appear in the menu when Ring Cadence is off.

2	Use the Nav keys to scroll to User Profiles.
3	Press Enter to select User Profiles. The next menu level is displayed.
4	Use the Nav keys to scroll through the menu and highlight one of the settings (an asterisk [*] indicates the selected/active setting).
5	Press Enter to select the option.
6	Use the Nav keys to scroll to Ring Tone.
7	Press Enter to select the option.
8	Use the Nav keys to select Telephone Ring.
9	Use the Nav keys to scroll through the menu and select Ring Tone.
10	Press Enter to select the option.
11	Use the Nav keys to scroll through the list and to highlight one of the following:

   - Tone 1 (default)

   - Tone 2

   - Tone 3

   - Tone 4

   - Tone 5

12 To play the highlighted setting, press Play.

13 Press Enter to choose the tone.

14 Do one of the following:

- to return to the previous menu and choose another option, press Back, or

- to exit all menus and return to the standby state, press the End key.

--End--

Select Ring Volume
Procedure Steps

Step	Action
1	While the handset is in the standby mode, press the Cfg soft key.
2	Use the Nav keys to scroll to User Profiles.
3	Press Enter to select User Profiles. The next menu level is displayed.
4	Use the Nav keys to scroll through the menu and highlight one of the settings. (an asterisk [*] indicates the selected/active setting).
5	Press Enter to select the option.
6	Use the Nav keys to scroll to Ring Setting.
7	Press Enter to select the option.
8	Use the Nav keys to select Ring Volume.
9	Press Enter to select the option.
10	Do one of the following: • to return to the previous menu and choose another option, press Back, or • to exit all menus and return to the standby state, press the End key.

--End--

Select Vibrate Cadence
Procedure Steps

Step	Action
1	While the handset is in standby mode, press the Cfg soft key.
2	Use the Nav keys to scroll to Use Profiles.
3	Press Enter to select the Use Profiles. The next menu level is displayed.
4	Use the Nav keys to scroll through the menu and highlight one of the settings (an asterisk [*] indicates the selected/active setting).
5	Press Enter to select the option.
6	Use the Nav keys to scroll to Vibrate Cadence.
7	Press Enter to select the option.
8	Use the Nav keys to highlight one of the following: • Off (default) • PBX • Continuous • Short Pulse • Long Pulse
9	Press Enter to choose the cadence.
10	Do one of the following: • to return to the previous menu and choose another option, press Back, or • to exit all menus and return to the standby state, press the End key.

--End--

Select Ring Delay
Procedure Steps

Step	Action
1	While the handset is in standby mode, press the Cfg soft key.

Attention: Ring Delay does not appear in the menu when Ring Cadence or Vibrate Cadence is turned off.

2	Use the Nav keys to scroll to User Profiles.
3	Press Enter to select User Profiles. The next menu level is displayed.
4	Use the Nav keys to scroll through the menu and highlight one of the settings (an asterisk [*] indicates the selected/active setting).
5	Press Enter to select the option.
6	Use the Nav keys to scroll to Ring Delay.
7	Press Enter to select the option.
8	Use the Nav keys to highlight one of the following: • No Delay (default) • 5 Second Delay • 10 Second Delay
9	Press Enter to choose the delay.
10	Do one of the following: • to return to the previous menu and choose another option, press Back, or • to exit all menus and return to the standby state, press the End key.

--End--

Silence the Ring

Follow this procedure to silence the handset ringer.

Procedure Steps

Step	Action
1	When the handset is ringing, press the Power Off/End Call key. The ringing stops but the call is not interrupted, which gives the caller the option of leaving a voice mail message.
2	Release the Power Off/End Call key.

--End--

View System Information

The System Information displays the following information about the handset:

- Phone IP Address — displays the Internet Protocol (IP) address assigned to the handset.
- Server IP Address — displays the Server IP address.
- Firmware Version — displays the software version running on the handset.

The information in the System Information is for display purposes only. You cannot edit this information.

View the alias IP address

Follow this procedure to view the IP address currently assigned to the handset by the call server.

You cannot edit the IP address.

Prerequisites

The handset must be in standby mode.

Procedure Steps

Step	Action
1	Press and hold the LINE key. The User Options menu appears
2	Use the Up and Down keys to scroll through the list and select **Alias IP Addr**.
3	Press **Enter**. The IP address appears.
4	Perform one of these actions: • To return to the previous menu, press **Back**. • To return the handset to standby mode, press the Power Off/End Call key, or press **Exit**.

--End--

View the IP address

Follow this procedure to view the current IP address of the handset.

You cannot edit the IP address.

Prerequisites

The handset must be in standby mode.

Procedure Steps

Step	Action
1	Perform one of the following options:
	• press and hold the LINE key, the User Options menu appears, or
	• while the handset is in standby state, press the Cfg soft key, highlight System Information.
2	Use the Up and Down keys to scroll through the menu and select **Phone IPAddress**.
3	Press **Enter**.
	The IP address appears.
4	Perform one of the following:
	• To return to the previous menu, press **Back**.
	• To return the handset to standby mode, press the Power Off/End Call key, or press **Exit**.

--End--

View the server IP address

Follow this procedure to view the IP address and port number of the call server.

You cannot edit the IP address or port number.

Prerequisites

The handset must be in standby mode.

Procedure Steps

Step	Action
1	Perform one of the following options:
	• press and hold the LINE key, the User Options menu appears, or
	• while the handset is in standby state, press the Cfg soft key, highlight System Information.

2   Press Enter to select the setting.

3   Use the Up and Down keys to scroll through the list and select
Server IP Address.

4   Press **Enter**.

The Server IP address information appears.

5   Perform one of the following:

- To return to the previous menu, press **Back**.

- To return the handset to standby mode, press the Power
Off/End Call key, or press **Exit**.

--End--

View firmware information

Follow this procedure to view the hardware identification number (MAC
address), downloader version, function file version, and phint1 file version.

Procedure Steps

Step	Action
1	While the handset is in the standby state, press the Cfg soft key.
2	Use the Nav keys to scroll through the menu and highlight System Information.
3	Press Enter to select the setting.
4	Use the Nav keys to scroll through the menu and highlight FirmwareVersion.
5	Press Enter to view the hardware identification number (MAC address), downloader version, function file version, and phint1 file version.
6	Perform one of the following actions: • to return to the previous menu and choose another option, press Exit, or • to exit all menus and return to standby mode, press the Power Off/End Call key, or press Exit.

--End--

View Terminal Type

Follow this procedure to view the type of public branch exchange (PBX)
terminal the system is using.

You cannot edit this information.

Prerequisites

The handset must be in standby mode.

Procedure Steps

Step	Action
1	Press and hold the LINE key.
	The User Options menu appears
2	Use the Up and Down keys to scroll through the list and select **Terminal Type**.
3	Press **Ok**.
	The PBX terminal information appears.
4	Perform one of these actions:
	• To return to the previous menu, press **Back**.
	• To return the handset to standby mode, press the Power Off/End Call key, or press **Exit**.

--End--

Enter text using the dialpad

Follow this procedure to use the dialpad to enter text.

On the dialpad, keys numbered 2 through 9 each have three letters associated with them. When entering text, press the key once to enter the first letter, twice to enter the second letter, and three times to enter the third letter.

The letters Q and Z do not appear on the dialpad, but are available. Q is associated with the 7 key, and Z with the 9 key.

Prerequisites
A screen where you can enter text must be active on the handset.

Procedure Steps

Step	Action
1	To enter text, find the number key associated with the letter you want to enter.
	The letter appears on the display.
2	To enter the first letter press the key once.
3	To enter the second letter press the key twice
4	To enter the third letter press the key three times.

--End--

Use the CICM Directory

Follow these procedures to use the Centrex IP Client Manager (CICM) Directory feature.

Use the CICM Directory to create a phone directory of names and numbers. The Personal Directory in the Nortel IP Phone WLAN Handset 2210 Series and the Nortel IP Phone WLAN Handset 6100 Series can store a maximum of 16 user-defined numbers.

Open the Personal Directory list by selecting FCN from the inactive state and use the navigation keys. You can add, delete, or edit an entry in the Personal Directory.

Navigation

Navigating the directory

Follow this procedure to navigate the directory.

Prerequisites

The handset must be active.

Procedure Steps

Step	Action
1	Press the FCN key.
	The Function keys menu appears
2	Use the navigation keys to select **Directory**.
	The Directory appears with the list of directory entries displayed.

| 3 | Use the down navigation key to move to the end of the list. |

| 4 | Select the item for the action you want to perform. |

| 5 | Press **Ok**. |

- To add an entry, "Adding an entry to the directory" (page 108).

- To edit an entry, "Editing a directory entry" (page 109).

- To delete an entry, "Deleting a directory entry" (page 109).

- To dial an entry, "Making a call using the Directory" (page 110).

--End--

Adding an entry to the directory

Follow this procedure to add an entry to the directory. The directory stores a maximum of 16 entries for the Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series wireless handsets. If your entry requires symbols not represented by numbers 0 to 9, use the * and # keys.

If you are unsure how to enter text using the dialpad, see "Enter text using the dialpad" (page 105) before you start this procedure.

Prerequisites

The Directory screen must be displayed. To display the screen, see "Navigating the directory" (page 107).

Procedure Steps

Step	Action
1	From the Directory menu, select **New Entry**.
2	Press **Ok**. The New Entry screen appears.
3	From the **New Entry** screen, select **Number**.
4	Use the dialpad to enter the number.
5	Press **Ok**.
6	From the **New Entry** screen, select **Surname Name**, enter the surname (last) name, and press **Ok**.
7	From the **New Entry** screen, select **First Name**, enter the first name, and press **Ok**.

8   If you want the entry to appear on a Feature key, select **Feature Key** on the screen, press **Ok**, enter the feature key. The entry should appear, press **Ok**.

9   From the **New Entry** screen, select **Save**.

10   Press **Ok**.

You are now prompted to confirm the entry before it is saved. If you press No, the Resume Editing? prompt appears. If you press Yes, you return to the screen showing the details just entered.

11   Press **No** to exit from the **Directory** screens.

--End--

Editing a directory entry

Follow this procedure to edit a directory entry.

If you are unsure how to enter text using the dialpad, see "Enter text using the dialpad" (page 105) before you start this procedure.

Prerequisites

The Directory screen must be displayed. To display the screen, see "Navigating the directory" (page 107).

Procedure Steps

Step	Action
1	From the Directory screen, use the navigation keys to scroll through the list and select the entry to edit.
2	Press **Ok**. The Edit screen appears.
3	On the **Edit** screen, select the item to edit: Number, Surname, First Name, or Feature Key Format.
4	Use the dialpad to edit the selection.
5	Press **Ok**.
6	Repeat step 3 through step 5 for each item you want to edit.
7	On the Edit screen, select **Save** and press **Ok**.

--End--

Deleting a directory entry

Follow this procedure to delete a directory entry.

Prerequisites

The Directory screen must be displayed. To display the screen, see
"Navigating the directory" (page 107).

Procedure Steps

Step	Action
1	With the Directory screen displayed, use the navigation keys to scroll through the list and select the entry to delete.
2	Press **Ok**.
	A screen appears, asking you to confirm the deletion.
3	Press **Yes**.
	The entry is deleted from the directory.

--End--

Making a call using the Directory

Follow this procedure to dial a number using the directory.

Prerequisites

The Directory screen must be displayed. To display the screen, see
"Navigating the directory" (page 107).

Procedure Steps

Step	Action
1	With the Directory screen displayed, use the navigation keys to scroll through the list and select the entry to dial.
2	Press **Ok**.
	You are prompted to confirm the call.
3	Press **Yes**.
	The number is dialed.

--End--

Additional Call Features

This section describes additional call features available on the Nortel IP Phone WLAN Handset 6100 Series wireless handset, with the exception of the Push-to-Talk (PTT) feature. The Push-to-talk (PTT) feature is only available on the WLAN Handset 2211, WLAN Handset 2212, and WLAN Handset 6140.

Navigation

Call Charge

Follow these procedures to use the Call Charge feature to charge a call to a specific account. The Forced Charge feature charges long-distance calls from a handset that is restricted to local calls.

To access these features, press the LINE key to view the Feature Keys menu.

Charge a call before dialing a call
Procedure Steps

Step	Action
1	To charge a local or long-distance call to an account before you dial, select the LINE key to view the Features Keys menu.
2	Select the Charge feature key.
3	Enter the charge account number.
4	Press the Charge feature key again.

5   At the tone, dial the number.

--End--

Procedure Steps

Step	Action

Charge a call in progress
Procedure Steps

Step	Action
1	To charge a call in progress, first place the call on hold, see "Place a call on hold" (page 73). Select the LINE key to view the Features Keys menu.
2	Select the Charge feature key.
3	Enter the charge account number.
4	Press the LINE key to access the Feature Keys menu.
5	Press the number key that corresponds to the line of the call to return to the call.

--End--

Procedure Steps

Step	Action

Charge a call when transferring a call
Procedure Steps

Step	Action
1	To charge a call to an account when you transfer a call, first place the call on hold, see "Place a call on hold" (page 73). Select the LINE key to view the Features Keys menu.
2	Select the Charge feature key.
3	Enter the charge account number.
4	After you hear the dial tone, enter the number to which the call is to be transferred.
5	Press the Transfer soft key when you hear the handset ring.

You can talk privately to the person at the transfer number
before you press the Transfer soft key.

--End--

Procedure Steps

Step	Action

Charge a call during a conference call
Procedure Steps

Step	Action
1	To charge a call to an account when you add someone to a conference call, first place the call on hold, see "Place a call on hold" (page 73). Select the LINE key to view the Features Keys menu.
2	Select the Charge feature key.
3	Enter the charge account number.
4	Enter the number of the person that you want to add to the conference.
5	Select the Conference soft key.

--End--

Enhanced Override

Follow this procedure to use the Enhanced Override feature to override
an active call after you attempt to use a Forced Camp-on. Use Enhanced
Override to make a simple call or a consultation call (such as placing a call
on hold and calling another party).

Procedure Steps

Step	Action
1	To use Enhanced Override, if you receive a busy signal after entering a number, press the LINE button to access the Feature Keys menu.
2	Press the number key that corresponds to the Override feature to initiate a Forced Camp-on.
	If either party on the call disconnects at this time, you hear an overflow (fast busy/engaged) signal.

3	Press the number key that corresponds to the Override feature again.
	The two parties remaining on the call hear an override tone, a conference call is established between all three participants. If a participant disconnects, the other two remain connected.
4	To end the connection, press the End button.

--End--

Forced Camp-on

Follow this procedure to use the Forced Camp-on feature to automatically ring another handset (internal or external) immediately after that handset disconnects from its current call. Using Forced Camp-on in conjunction with Priority Override is referred to as Enhanced Override.

Procedure Steps

Step	Action
1	To use Forced Camp-on, if you receive a busy signal after entering a number, press the LINE button to access the Feature Keys menu.
2	Press the number key that corresponds to the Override feature to initiate a Forced Camp-on.
	The party that you called receives a tone, and you receive a ring/ringback signal or busy/engaged signal, depending on the options chosen. You are now camped-on to the number you entered.
3	When the party that you called finishes their call, your handset automatically enters the number. Both your handset and their handset ring.
	To answer a call camped-on to your extension, go to Step 4.
4	When your handset rings, press the Start button.
	You can program your handset for either Camp-on or Call Waiting, but not both.

--End--

Privacy Release

Follow this procedure to use the Privacy Release feature to enable one or more people who share your DN to join a call.

Procedure Steps

Step	Action
1	To use Privacy Release, press the LINE button to access the Feature Keys menu.
2	Press the Privacy Release feature key during a call. A party joins the call by pressing the shared number (DN) key on their handset (Multiple Appearance DN feature).

--End--

Push-to-talk

Follow this procedure to initiate the Push-to-talk (PTT) feature once it has been enabled by the system administrator. The Push-to-talk (PTT) feature is only available on the WLAN Handset 2211, WLAN Handset 2212, and WLAN Handset 6140.

Procedure Steps

Step	Action

Initiate a PTT call
Procedure Steps

Step	Action
1	Press the Push-to-talk button. Wait for the display to show Transmitting.
2	Speak into the microphone. **Attention:** All WLAN Handsets 2211, 2212, and 6140 that are monitoring the channel can hear the transmission.
3	**To respond to a PTT call**, press the Push-to-talk button during the 10 second wait period.

--End--

Attention: Initiate a PTT option
Procedure Steps

Step	Action
1	**To select a different PTT channel**:
	Press and release the Push-to-talk (PTT) button.
	Select a new channel from the list by scrolling using Nav keys.
2	**To end one PTT call and start another call**:
	Press End to exit the PTT call.
	Press Push-to-talk and select a different channel from the list.
	Press Push-to-talk to begin to transmit on the new channel.
3	**To receive a PTT call while in a telephone call**:
	Press End to end the telephone call.
	You hear the PTT call.
4	**To subscribe to additional PTT channels**:
	Open the Config menu and select Push-to-talk (PTT).
	Select Subscribed Channels.
	Select the channel that you want to add. Subscribed channels are marked with an asterisk (*).
5	**To transmit on the priority channel**:
	Press Push-to-talk.
	Select the priority channel from the list.
	Press Push-to-talk and then speak.
6	**To end a PTT call**:
	Press End to exit the PTT call.
7	**To change PTT volume**:
	Use the Up and Down volume buttons located on the side of the handset.
8	**To answer a call during a PTT transmission**:
	Press Start. The PTT transmission is preempted by the telephone call.
9	**To start a telephone call during a PTT transmission**:
	Press Start.
	Enter the number that you wish to call. The PTT transmission is preempted during the telephone call.
10	**To turn off PTT**:

Change to a different profile. Silent and Vibrate disable PTT by default, or unsubscribe from all PTT channels.

--End--

Using the Battery Pack

Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series wireless handsets use rechargeable battery packs. The WLAN Handset 2210 Series handsets have one model of battery pack. The WLAN Handset 6100 Series handsets have three interchangeable models of battery packs, depending on user requirement. Replacement battery packs are available from your supplier or servicing agent.

The WLAN Handset 2210 Series battery pack is composed of Nickel Metal Hydride (NiMH) and has the following capacity:

- Battery Pack capacity - 4 hours talk time or 70 hours standby

The WLAN Handset 6100 Series battery packs are composed of Lithium Ion and have the following capacity:

- Standard Battery Pack capacity - 4 hours talk time or 80 hours standby
- Extended Battery Pack capacity - 6 hours talk time or 120 hours standby
- Ultra-Extended Battery Pack capacity - 8 hours talk time or 160 hours standby

Attention: Do not dispose of a battery pack with your domestic waste. Take battery packs to an appropriate collection point for recycling, or send them back to your supplier or servicing agent.

Navigation

- "Low battery indicator" (page 120)
- "Removing the battery pack" (page 120)
- "Inserting a battery pack" (page 120)

- "Changing a battery pack during a call" (page 121)
- "Charging the battery pack" (page 121)

Low battery indicator

The handset monitors the power level of the battery pack and notifies you when the battery pack needs to be charged. Failure to charge the battery pack will result in the handset being unusable.

The following low battery indicators are used:

- The Battery Pack icon on the status line of the handset display provides a visual indication of the amount of charge that remains in the Battery Pack. When the icon shows empty, a sound indicator is sent.
- If the handset is in standby mode, you hear a brief, modulated-ring signal or beep, and the Battery Low message appears.
- If you are in a call, you hear soft beeps once every six seconds, first slow and then fast. When you first hear the beeps, you have two minutes to end the call or change the Battery Pack.

Removing the battery pack

Follow this procedure to remove the battery pack from the handset. For the location of the release button, refer to IP Phone 2211 handset.

Procedure Steps

Step	Action
1	Press the battery release button.
	The battery pack releases from the handset.
2	Lift the battery pack out of the handset cavity.

<div align="center">**--End--**</div>

Inserting a battery pack

Follow this procedure to insert the battery pack into the handset. For the location of the release button, refer to IP Phone 2211 handset.

Procedure Steps

Step	Action
1	Press the battery release buttons.
	The battery pack releases from the handset.
2	Slide the battery pack into the handset cavity.

3   Push the top of the battery pack until it snaps into place.

Do not force the battery pack into the handset.

--End--

Changing a battery pack during a call

Follow this procedure to change the battery pack while on a call. For the location of the release button, refer to IP Phone 2211 handset.

Prerequisites

You must have a replacement battery pack. Replacement battery packs are available from your supplier or servicing agent.

Procedure Steps

Step	Action

Procedure steps
Procedure Steps

Step	Action
1	Place the call on hold. See "Place a call on hold" (page 73).
2	Press the battery release button.
	The battery pack releases from the handset.
3	Lift the battery pack out of the handset cavity.
4	Slide the recharged battery pack into the handset cavity.
5	Resume the call. See "Retrieve a call on hold" (page 74).

--End--

Charging the battery pack

Follow this procedure to charge the battery pack. The handset can be charged when in a power off or standby state. You must charge the battery pack before its first use.

The Nortel Networks WLAN Handset Desktop Charger is used to charge the battery pack. The indicator light on the Desktop Charger lights only when the handset is inserted correctly into the connector. If the light does not turn on, check that the handset is correctly inserted and that the charger is connected to a power source.

Prerequisites

You must have the Nortel Networks WLAN Handset Desktop Charger appropriate for the model of handset.

Attention:

Desktop Charger — To charge the battery pack, always use the Desktop Charger provided with the handset. Other chargers can damage the battery pack.

Power Adapter — Use only the original plug-in power adapter provided with the handset unit.

Procedure Steps

Step	Action
1	Press the Power Off/End Call key to terminate any calls. Hold the key down for two seconds if you want to transition to the power off state.
	The handset can be off or in standby mode when charging.
2	Place the handset face-forward into the Desktop Charger.
	The red indicator light turns on.
3	Charge the battery pack.
	If the handset is in standby mode, the handset extension number and `Charging`... appear in the display. The handset is fully operational and can receive calls.
	If the handset is off, the extension number does not appear. The handset cannot receive calls.
	It is normal for the battery pack to warm up when it is recharging.
4	The battery is fully charged when `Charge Complete` appears in the display area. The indicator light stays lighted as long as the handset is connected to the recharger.
	Remove the handset from the charger.

--End--

Desktop Charger

Nortel Networks WLAN Handset Desktop Chargers are designed to fully charge the Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series wireless handsets. To maintain your desktop charger, see "Cleaning the Desktop Charger" (page 128).

Attention:
Desktop Charger — To charge the battery pack, always use the Desktop Charger provided with the handset. Other chargers can damage the battery pack.
Power Adapter — Use only the original plug-in power adapter provided with the handset unit.

DANGER
Do not immerse the unit into water.

Do not throw the unit into a fire.

Navigation

-
-

WLAN Handset 2210 Series Desktop Charger

Nortel Networks WLAN Handset Desktop Chargers are designed to fully charge the WLAN Handset 2210 Series wireless handset. The Nickel Metal Hydride (NiMH) battery packs will be fully charged in approximately 1.5 hours. The charger operates in temperatures from 50 F to 85 F (10 C to 30 C).

To use the Desktop Charger:

- Place the unit on a flat, horizontal surface.
- Plug one end of the power supply into the adapter unit, and the other end into an appropriate wall outlet.

Attention: Do not place anything in the Desktop Charger other than the WLAN Handset 2210, 2211, and 2212 as you can damage the contacts. Bent contacts can stop the charging of the handset.

WLAN Handset 6100 Series Desktop Charger

Nortel Networks WLAN Handset Desktop Chargers are designed to fully charge the WLAN Handset 6100 Series wireless handset. The interchangeable Lithium Ion battery packs have a choice of three types of Desktop Chargers.

- Single Charger — Charges one handset with an installed battery pack.

  The Single Charger is designed for the handset to remain operational through speakerphone or headset use while the battery pack is being charged. The handset can also be charged while in standby mode or powered off mode.

- Dual Charger — Charges the handset and a spare battery pack. In addition to the extra charging slot, the Dual Charger provides a USB port.

  The Dual Charger for the WLAN Handset 6120 and 6140 charges the battery pack in the handset while it remains operational, and also charges an additional battery pack in the rear charging bay. The handset and spare battery cannot charge simultaneously. If both require charging, the handset has priority and recharges first. After the handset is fully charged, the spare battery is charged.

- Quad Charger — Charges up to four battery packs at one time.

  The Quad Charger is designed for the handset to remain operational through speakerphone or headset use while the battery pack is being charged. The Nortel WLAN Handset 6120 and 6140 Quad Charger can simultaneously charge four battery packs. You can mount the Quad Charger on either a horizontal or a vertical surface. The battery pack snaps into the charging slot. The indicator light above the occupied bay indicates the charging status of the battery pack in the bay.

The Charger comes with the appropriate power supply for the site. Place the Charger on a flat, horizontal surface. Plug the power supply into the Charger and into an appropriate wall outlet.

Attention: Do not place anything in the Desktop Charger other than the WLAN Handset 6120 and 6140, you can damage the contacts. Bent contacts can stop the charging of the handset.

Navigation

- **Single Desktop Charger**
  Procedure Steps

Step	Action
1	Press End to terminate any calls.
	The handset can be off or in standby state during charging.
2	Place the handset, face forward, into the Desktop Charger.
	An animated charge icon indicates that charging is in progress.
3	Charge the battery pack.
	If the handset is in standby mode, it displays its extension number and Charging. It is fully operational and can receive calls.
	If the handset is off, only Charging is displayed and the handset cannot receive calls.
	It is normal for the battery pack to become warm when charging.
4	When the handset is fully charged, Charge Complete is displayed. Remove the handset from the charger.

--End--

Procedure Steps

Step	Action

Dual Desktop Charger
Procedure Steps

Step	Action
1	Press End to terminate any calls.

The handset can be off or in standby state during charging.

2   Place the handset, face forward, into the Dual Charger.

The LED displays the charging status. If required, refer to Single Charger procedure.

3   Charge the handset battery.

If the handset is in standby mode, it displays its extension number and Charging. It is fully operational and can receive calls.

If the handset is off, only Charging is displayed and the handset cannot receive calls.

It is normal for the battery pack to become warm when charging.

4   When the handset is fully charged, Charge Complete is displayed. Remove the handset from the charger.

The battery pack starts to charge.

--End--

Procedure Steps

Step	Action

Quad Desktop Charger
Procedure Steps

Step	Action
1	Insert the battery pack into one of the four charging bays.
	The LED above the charging bay turns on.
	If the LED starts to blink as soon as the battery pack is inserted, remove the battery pack and reinsert it into the charger.
	If a flashing LED indicates a battery pack failure, check the battery pack in a different bay or substitute another charger and repeat the operation that caused the failure.
	If the same battery pack lights a steady LED when inserted in a different bay or charger, the first charger can be faulty. Contact your system administrator for service information.
2	When the charge is complete, the LED turns off.
	Remove the battery pack from the charger.

--End--

Handset maintenance

This section contains information you need to maintain the wireless handset.

Navigation

- "Cleaning the handset" (page 127)
- "Cleaning the handset connector" (page 128)
- "Cleaning the Desktop Charger" (page 128)
- "Cleaning the Desktop Charger connectors" (page 128)

Low power indicators

The handset monitors the power level of the battery and notifies you in these ways when the battery per level is low.

- If you are not engaged in a call, you hear a loud beep.
- If you are on a call, you hear a soft beep through the earpiece once every six seconds.
- The battery icon appears in the upper left corner of the display. See Display area.

Cleaning the handset

Nortel IP Phone 2210, 2211, 2212 handsets occasionally need exterior cleaning. Follow these guidelines to clean the handset.

CAUTION

Do not spray liquid directly onto the handset. Always apply the cleaning agent or water to a clean cloth or paper towel first. Then wipe the cloth or paper towel over the surface of the handset.

—Do not immerse the handset in any liquid.

—Do not use furniture polishes, waxes, or plasticizer-based cleaners.

—Do not use pre-moistened towelettes containing lanolin, aloe, glycerin, or other skin care agents.

—Do not use any solvents such as acetone or mineral spirits.

- Do not immerse the handset in any liquid.
- Do not use furniture polishes, waxes, or plasticizer-based cleaners.
- Do not use pre-moistened towelettes containing lanolin, aloe, glycerin, or other skin care agents.
- Do not use any solvents such as acetone or mineral spirits.

Moisten a clean cloth or paper towel with water an wipe it over the surface of the handset.

If the handset needs a more rigorous cleaning, you can use:

- a mild detergent solution

- a general-purpose household glass and surface cleaner that is sprayed onto a clean cloth or paper towel

- pre-treated cloths sold for cleaning eye glasses or camera lenses

- pre-moistened towelettes that use alcohol. Do not use any that contain lanolin or aloe.

- Isopropyl alcohol. Do not rub isopropyl alcohol vigorously over the keypad. The alcohol will significantly degrade the labels on the keys.

- Be sure to remove any detergent residue from the surface, using a clean cloth or paper towel dampened with plain water.

Cleaning the handset connector

If the handset connector is dirty, you may experience a scratchy or intermittent signal.

To clean connectors:

1. If available, blow compressed air into the connector to clear it of debris.

2. Dip the end of a cotton swab in isopropyl alcohol.

3. Insert the swab into the connector and twist.

4. Repeat step 2 several times.

5. If available, blow compressed air into the connector to dry it.

Cleaning the Desktop Charger

Moisten a clean cloth or paper towel with water and wipe it over the surface of the unit.

> **CAUTION**
> Do not spray liquid directly onto the unit. Always apply the cleaning agent or water to a clean cloth or paper towel first. Then wipe the cloth or paper towel over the surface of the handset.
>
> —Do not immerse the unit in water or other liquid.
>
> —Do not pour liquid into the chargers slot.

Cleaning the Desktop Charger connectors

If the Desktop Charger connectors are dirty, you may experience difficulty recharging the battery pack.

To clean the connectors:

1. If available, blow compressed air into the connector to clear it of debris.

2.   Dip the end of a cotton swab in isopropyl alcohol.

3.   Insert the swab into the connector and twist.
     Do not push or pull the exposed battery pack connectors.

4.   Repeat step 2 several times.

5.   If available, blow compressed air into the connector to dry it.

Terms you should know

Auto Hide

> This feature allows only those features that are available to you to appear in the display. Availability of features depends on the state of the handset, and administrator settings.

Auto Login

> Any system maintenance activity, such as a firmware upgrade, results in you forcibly logs you out of the system. By enabling the Auto Login feature, you are automatically logged into the IP Client Manager after the terminal is available again.

CICM

> The Centrex IP Client Manager (CICM) product delivers Centrex capabilities uses VoIP technology to connect Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series wireless handset users to an IP network. CICM provides the interface between the Centrex feature set and an IP network.

CICM feature menu

> The CICM system provides additional features services to Nortel IP Phone WLAN Handset 2210 Series and WLAN Handset 6100 Series wireless handsets. These features are assigned by the CICM system administrator.

Dialpad

> The dialpad is comprised of numbered keys 0 through 9, *, and #. Use the dialpad to select menu items and enter text and telephone numbers.

Directory Number (DN)

> A telephone number from one to seven digits in length. Also known as an extension number.

Display

> The liquid crystal display (LCD) on the handset.

FCN key

A fixed (hard-labeled) key used to access the Feature Keys menus: Mute, Hold, Goodbye, Directory, Inbox, Outbox.

Feature Access Codes (FAC)

Specialized codes entered using the dialpad that enable features, such as Call Forward.

Feature Keys menu

A list of six non-programmable features that are not linked to fixed keys on the handset. Feature keys are selected by pressing the number on the dialpad that corresponds to the number of the item in the menu.

Fixed key

The hard-labeled keys on the handset.

LCD

Liquid crystal display; this is the lighted display area of the handset.

LINE key

A fixed (hard-labeled) key used to access the User Options menu.

Off-hook

Any line selected to make a call or receive an incoming call. The term off-hook is applied whether (a) the user presses a line key, (b) the call is automatically answered at the set, or (c) a line is automatically selected for an outgoing call.

Push-to-talk

The Push-to-talk (PTT) feature on the handset allows it to function as a walkie-talkie.

Soft keys (self-labeled)

A set of keys programmed by the system administrator. These two rocker keys are located directly below the display area.

User Options menu

A list of items (Ring Type, Noise Mode, Alias IP Address, Current IP Address, Extension, Current Call Server, and Terminal Type) that you use to configure the handset ring type and noise level and view system information.

Nortel IP Phone WLAN Handset User Guide (CICM)

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Printed in Canada, the United States of America, and the United Kingdom

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